

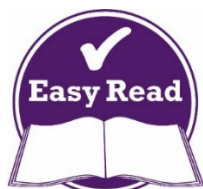


**NDIS Quality
and Safeguards
Commission**

What is an audit?

How does it affect you?

An Easy Read fact sheet



What is this fact sheet about?



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

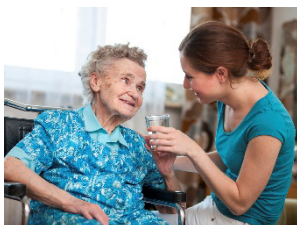
When you see the word 'we' or 'us', it means the NDIS Commission.

Bold
Not bold

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

This means the letters are thicker and darker.

We explain what these words mean.



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 people with disability under 65 years old also live in aged care.

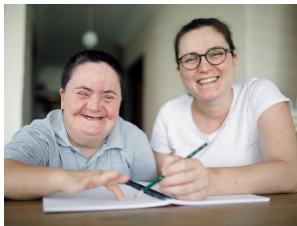


The aged care home that you live in now gives you NDIS supports.



We want to make sure that you:

- feel safe
- have good supports.



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.

What is an audit?

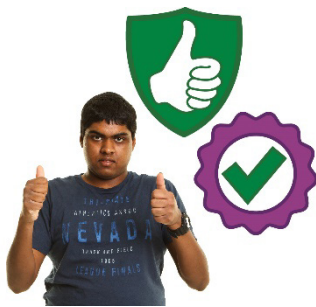
We sometimes visit aged care homes.

We do this to check:



- how well they work
- what information they keep
- how people feel when they use their service.

We call this an **audit**.



Audits are important.

They help keep you safe.



A group of people will do the audit.

There are usually 2 people.



They know how to tell when aged care homes follow the rules.

What does this mean for you?



What you have to say is important.



The audit team wants to know if your aged care home respects your **rights**.

Rights are rules about how everyone should be treated fairly.

And the audit team wants to know if your aged care home:



- supports you in a safe way



- helps you work towards your goals.

How audits work

Getting ready for 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.



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.

Where will the audit take place?



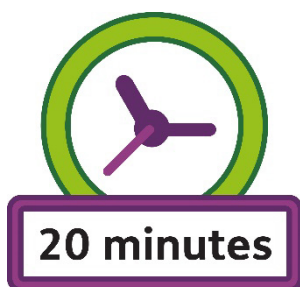
The audit should be in a place that is:

- private
- safe
- comfortable.



They will keep your information safe and private.

What happens in the audit?



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



The audit team will 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?



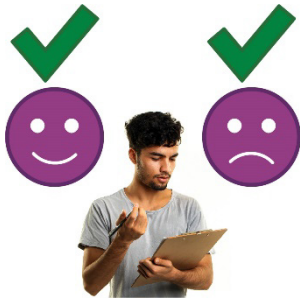
The audit team won't share your answers with your aged care home.



You can ask someone to support you in the audit.



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



There are no right or wrong answers.



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

What happens after the audit?



The audit team will give a report to:

- your aged care home
- the NDIS Commission.



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

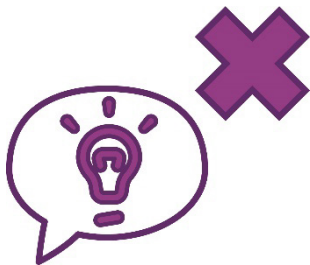
This includes what people think:



- works well now



- your aged care home can do better.



The report will not say what ideas you shared.



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 4703-B.