



**NDIS Quality  
and Safeguards  
Commission**

# What to expect if your NDIS provider uses restrictive practices

Easy Read fact sheet



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## How to use this fact sheet



NDIS Quality  
and Safeguards  
Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

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



We wrote this fact sheet in an easy to read way.

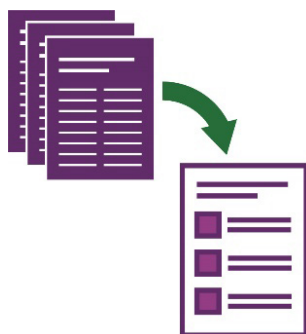
We use pictures to explain some ideas.

# **Bold**

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

# Not bold

This means the letters are thicker and darker.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on our website.

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



You can ask for help to read this fact sheet.

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



## What's in this fact sheet?

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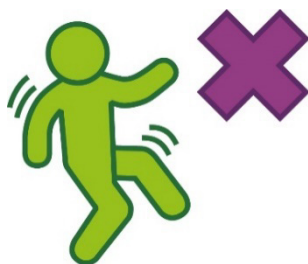
## What's this fact sheet about?



**NDIS providers** support people with disability by delivering a service.



Some NDIS providers might use **restrictive practices**.



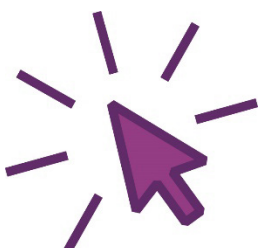
Restrictive practices can:

- stop behaviour
- change behaviour.



They can also stop you from:

- going places
- doing what you want.



You can find out more about restrictive practices on our website.

[www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-5140](http://www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-5140)



Restrictive practices can take away the **rights** of people with disability.



Rights are rules about how people must treat you:

- fairly
- equally.



This fact sheet is about what to expect if your NDIS provider uses restrictive practices.



It explains:

- what rules they must follow
- how they will support you.



We also call NDIS providers who use restrictive practices ‘implementing providers’.

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## What rules must your NDIS provider follow?



Only **registered** NDIS providers can use restrictive practices.



When a NDIS provider is registered it means:

- we have checked them
- there are certain rules they must follow.



Your NDIS provider must tell us when they use restrictive practices.



They must also keep records about:

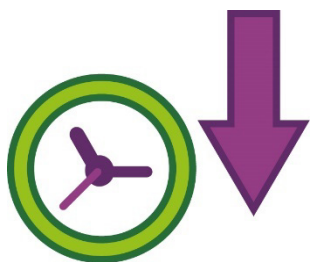
- when they use restrictive practices
- where they use restrictive practices
- why they use restrictive practices.

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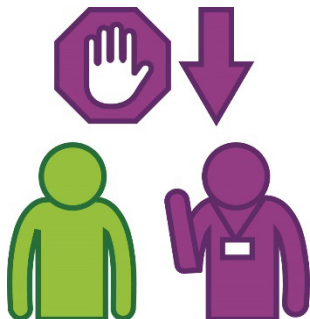
Your NDIS providers must only use restrictive practices:



- after trying other things first



- for the shortest time possible.



Your NDIS providers will work with you to:

- stop using restrictive practices
- use restrictive practice less.



Your NDIS provider must stop using restrictive practices when there is no risk of harm to:

- you
- other people.





They must use restrictive practices in ways that are safe for you.



You can ask your NDIS provider about what types of restrictive practices they:

- can use
- cannot use.



Each state and territory government has their own rules about restrictive practices.



This includes rules about how they **approve** restrictive practices.

When governments approve restrictive practices, they agree that someone can use them.

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## How will your NDIS provider support you?



Your NDIS provider will work with you to give you the best support.



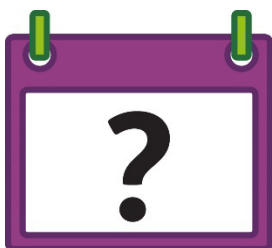
For example, they will work with you to make a **service agreement**.

A service agreement is a document that explains what you and your provider have agreed to.

The service agreement should include:



- what supports your provider will deliver



- how long supports will go for



- how you can change or end supports.



The service agreement should also include what happens if you are not happy with the service



Your NDIS provider will hire workers who have the skills to:

- keep you safe
- give you good support.



This includes making sure their workers know how to support your other needs – like your health.

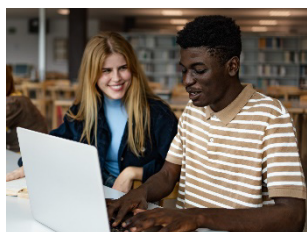
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## Finding the right support for you



You have the right to ask your NDIS provider about:

- how they use restrictive practices
- how else they can support you.



Your NDIS provider can help you find the right support for you.

For example, if you need behaviour supports you don't have.



Your NDIS provider can also help you find the right **specialist behaviour support provider**.



Specialist behaviour support providers are people or services that deliver positive behaviour supports.

We also call them behaviour support providers.



You can find a behaviour support provider on the provider finder page of the NDIS website.

[www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder](http://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)



Your NDIS provider will work with your behaviour support provider to make a **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.



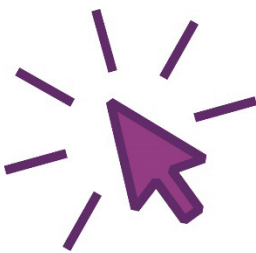
Your behaviour support plan might include restrictive practices to keep:

- you safe
- other people safe.



Your NDIS provider will work with your behaviour support provider to learn:

- how to use your behaviour support plan
- the best ways to support you.

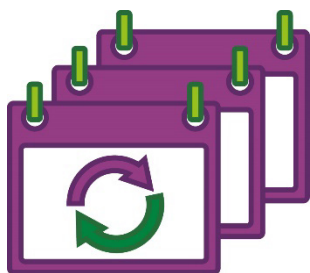


You can find out more about behaviour support plans on our website.

[www.ndiscommission.gov.au/easyread#paragraph-id-6287](http://www.ndiscommission.gov.au/easyread#paragraph-id-6287)

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## If your behaviour support needs to change



The type of support you need might change over time.

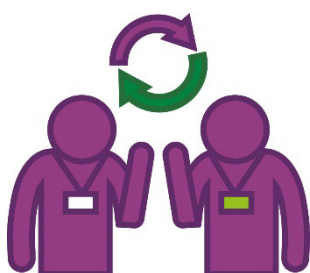
If things in your life change, you can ask to:



- update your behaviour support plan



- stop using restrictive practices.



Your NDIS provider can talk to your behaviour support provider when parts of your plan need to change.

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## How can you make a complaint?

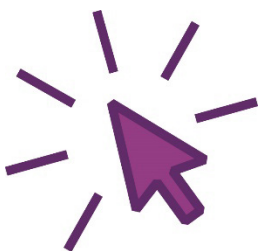


If there is a problem with your NDIS provider, you can make a **complaint** to us.



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

- has gone wrong
- isn't working well.



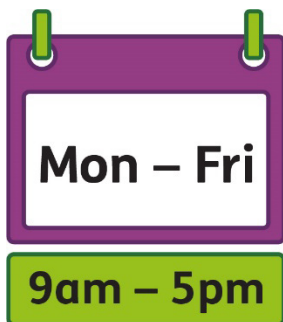
You can find out more about making a complaint on our website.

[www.ndiscommission.gov.au/participants/participants-make-complaint](http://www.ndiscommission.gov.au/participants/participants-make-complaint)



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



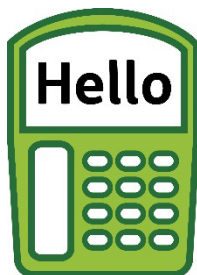
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

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



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