

# NDIS Quality and Safeguarding Framework

## Information for participants

Easy Read version



## How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the Department of Social Services (DSS).

When you see the word 'we', it means DSS.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 18.



This Easy Read document is a summary of another document.



You can find the other document on our website at

[www.dss.gov.au/ndisqualitysafeguards](http://www.dss.gov.au/ndisqualitysafeguards)



You can ask for help to read this document.

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

## What is this fact sheet about?



This fact sheet has important information for people who take part in the National Disability Insurance Scheme (NDIS).



We call these people **participants**.



It is about the NDIS Quality and Safeguarding Framework.



**Quality** is about receiving good services.



**Safeguarding** is about keeping people safe when they are receiving services.



The Framework is a plan for how these things should work.

# What is a safeguard?



We need safeguards so you are safe when you use services.



We talk about 2 types of safeguard:

- natural safeguards
- formal safeguards.



Natural safeguards can include:



- the relationships you have with your friends and family

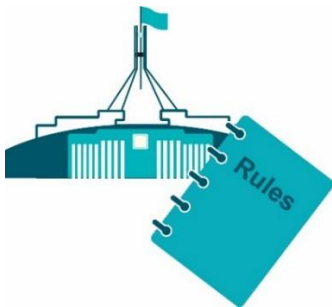


- the connections you have in your community.

Formal safeguards can include:



- service standards – how good services need to be



- rules put in place by the Government



- ways to make sure
  - people are doing a good job
  - services are good quality.



Formal safeguards apply to anyone who provides supports, including:

- individual people
- organisations.



The safeguards in the Framework are designed to help people with disability have choice and control.

They aim to:



- stop people with disability from being harmed



- make sure supports provided through the NDIS are high quality.

## What will the new Framework give you?



The Framework includes natural and formal safeguards for:

- individuals
- the workforce
- NDIS providers.



It will also create new ways of doing things.

## A new complaints system



Anyone can make a complaint about NDIS providers.



You will still be able to do this:

- by phone
- by email
- in writing.

It's ok to complain.



## A new NDIS registrar



A **registrar** is someone who keeps a list of providers who can offer services in the NDIS.



The new registrar will make sure NDIS providers have the right:

- attitudes
- knowledge
- skills.

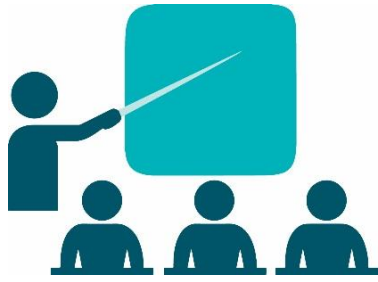


The registrar will do this by making sure:

- providers are doing a good job
- services are good quality.



## Orientation for NDIS workers



**Orientation** is training that gives you an introduction to something new.

Workers employed through the NDIS will need to do an orientation.

Doing the orientation will make sure they know and understand:



- what the NDIS is about



- what they must do when they are giving support to people in the NDIS.

## Ways to stop restrictive practices

A **restrictive practice** is something done to stop a person from:



- hurting themselves



- hurting others



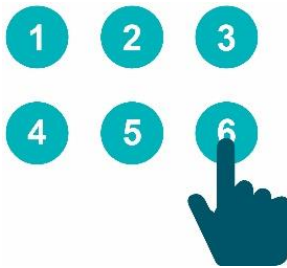
- damaging something.



Restrictive practices can include:

- holding someone down
- taking the person away and making them stay in a place on their own
- giving the person medication to stop them doing something.

Restrictive practices should:



- only be used as the very last option



- only be used in the way that is the least restrictive



- done the best way possible.



NDIS providers will need to show that they have the skills to work with someone who may need restrictive practices.

## Worker screening



We want to make sure that you can trust your worker to do the right thing.



We want to make sure they do not want to hurt you.

## Online information

We will publish information about NDIS providers online so people taking part in the NDIS:



- have enough information to make good choices



- can connect with providers who can help them to achieve their goals.

## Advocates



An **advocate** is someone who speaks up for you if you cannot speak up for yourself.



Advocates can help you when you talk to people about the NDIS.



You can still get help from an advocate even if you are not a participant.



The NDIS does not pay for advocates.



Advocates are paid for by the government.



The National Disability Advocacy Program can provide you with an advocate.



You can ask for an advocate in your area.

## When will the Framework start working?



Eventually the NDIS will be up and running in all parts of Australia.



The Framework will start once that happens.

Until then, quality and safeguarding is the responsibility of:



- states and territories



- the National Disability Insurance Agency (NDIA).





They will manage any complaints or feedback.



If you don't know who you should contact, you can call the NDIA.



**1800 800 110**



They will tell you what to do.

## More information



You can read the overview fact sheet for more information about the Framework.



You can read the provider fact sheet for more information about new rules for NDIS providers.



You can find these fact sheets on our website at [www.dss.gov.au/ndisqualitysafeguards](http://www.dss.gov.au/ndisqualitysafeguards)



For more information about the NDIS Quality and Safeguarding Framework, you can send an email.



[ndisqualitysafeguards@dss.gov.au](mailto:ndisqualitysafeguards@dss.gov.au)



For more information about the NDIS, visit the website.

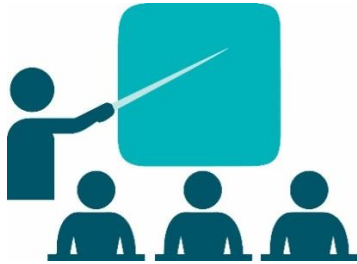
[www.ndis.gov.au](http://www.ndis.gov.au)

## Word list



### **Advocate**

Someone who speaks up for you if you cannot speak up for yourself.



### **Orientation**

Training that gives an introduction.



### **Participants**

People who take part in the NDIS.



### **Quality**

Quality is about receiving good services.



### **Registrar**

Someone who keeps a list of providers who can offer services in the NDIS.



## **Restrictive practices**

Something done to stop a person from hurting themselves or others.



## **Safeguarding**

Safeguarding is about keeping people safe when they are receiving services.



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