



**NDIS Quality
and Safeguards
Commission**

Our Corporate Plan 2024–2025

Easy Read version



How to use this plan



NDIS Quality
and Safeguards
Commission

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

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



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

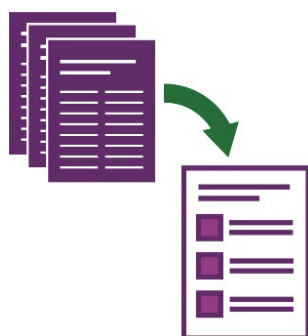
We wrote some important words in **bold**.

This means the letters are thicker and darker.



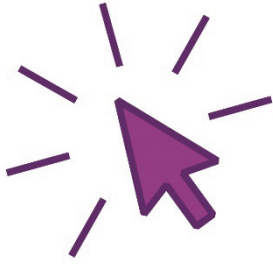
We explain what these words mean.

There is a list of these words on page 24.



This is an Easy Read summary of another plan.

This means it only includes the most important ideas.



You can find the other plan on our website.

www.ndiscommission.gov.au/about/corporate-documents

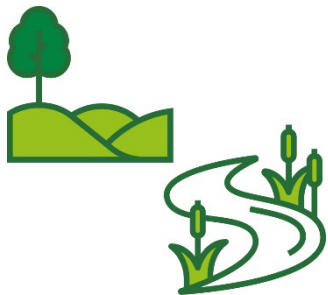


You can ask for help to read this plan.

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



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on – Australia.



They were the first people to live on and use the:

- lands
- waters.



This document includes photos of Aboriginal and Torres Strait Islander peoples.

It might contain images of people who have passed away.

What's in this plan?

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What do we do?



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



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



The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure participants:

- are safe
- get good **quality** services.



Quality is about services that:

- support participants in the ways they need
- give participants choice and control.



We also make sure **providers** are doing a good job.

Providers support people by delivering a service.



We also manage risks to participants.



We try to:

- understand these risks
- stop them from happening.

This includes keeping participants safe from:



- **violence** – when someone hurts you or controls you



- **abuse** – when someone treats you badly



- **neglect** – when someone is not helping you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you.

What is our Plan about?



Our Corporate Plan is about what we want to focus on over the next year.

We call it our Plan.

Our Plan explains:



- what we want to do



- how we will do these things



- how we will make sure our plan works well.

What we will focus on



Our Plan explains how we want to improve the NDIS Commission.

It has **3** areas we want to focus on:



1. The **rights** of people with disability

Rights are rules about how people must treat you:

- fairly
- equally.



We want to speak up about the rights of people with disability.



2. Good quality providers and workers



We want every participant to be able to find and use services that are:

- safe
- good quality.



We want workers with the right skills to deliver these services.



3. Supporting a **diverse market**

The market is the supports and services people can find and use.



When a market is diverse, there are lots of different supports and services to choose from.



Providers all:

- have different experiences
- provide different supports and services.



We want participants to have a choice of supports and services that are:

- right for them
- safe
- good quality.

What do we want to focus on?



Our Plan includes **5 priorities** that will guide what we do over the next year.

Priorities are things we need to focus on to achieve our goals.

These priorities are:



1. Learn from participants



2. Manage risks



3. Quality and safety



4. The people who work for us



5. The ways we work

On the following pages we explain:



- our priorities



- what we will do to support them.

1. Learn from participants

We want to learn from people with disability about the best ways to:



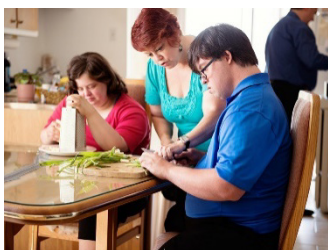
- work together



- protect their rights.



We will work with people with disability to make new rules about **supported independent living (SIL)**.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



We will also make the ways we work with other people and organisations more **accessible**.



When something is accessible, it is easy to:

- find and use
- understand.

We will also share information about:



- how to respect everyone's rights at the same time



- how different parts of someone's life can affect their rights.

2. Manage risks

We want to use **data** to manage risks to:



- participants



- the supports and services people can find and use.

When we talk about data, we mean:



- facts
- information
- records.



For example, we will look at ideas from government **reviews**.

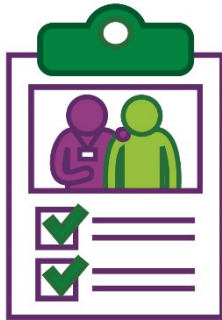
A review is when the government checks something to find out what:



- works well
- needs to change.



We will improve the way someone can become a **registered provider**.



A registered provider:

- can offer different supports and services than other providers
- has to follow more rules.

We will create plans to make sure:



- we focus on the most important things first



- the people who check workers have the right skills.

3. Quality and safety

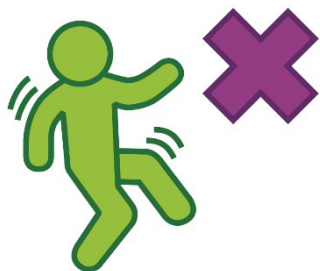


We want to make sure people with disability:

- can use supports and services they trust
- are safe.



This includes finding the best way to control who can use **restrictive practices**.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



We will encourage state and territory governments to have the same rules for restrictive practices.



We will also teach workers what they need to do to:

- use less restrictive practices
- stop using restrictive practices.



We will check the rules about who can make **behaviour support plans**.

A behaviour support plan is a document with steps to improve someone's behaviour.



We will also improve the way we check risks to the supports and services that people can find and use.

4. The people who work for us



We want to make sure the people who work for us:

- have the right skills
- get the support they need.

We will keep running programs to:



- improve our team



- build our skills



- teach safety at work.



We will also update our learning programs.

This includes new online programs.

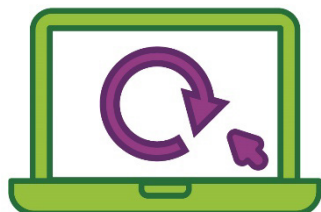


We will also share our plan about how we can support First Nations peoples.

5. The ways we work



We want to make sure different parts of the NDIS Commission work well together.



For example, we will update our computer system.



These changes are part of a program we are using to:

- get better data
- make better decisions
- keep participants safe.



We will also work with other parts of the government to collect more data.

How do we make sure our Plan works well?

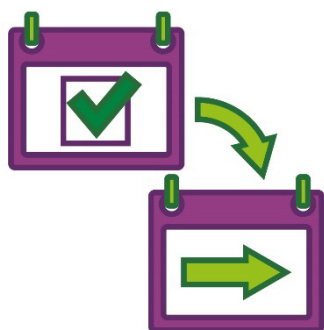


At the end of each year, we look at how well we did.



We will do this by collecting data on:

- our priorities
- what we did to support our priorities.



The data will help us know what we:

- did well this year
- need to do next year.



We will share how well we did in our Annual Report 2024–2025.

It will be ready in **October 2025**.

Word list

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



Abuse

Abuse is when someone treats you badly.



Accessible

When something is accessible, it is easy to:

- find and use
- understand.

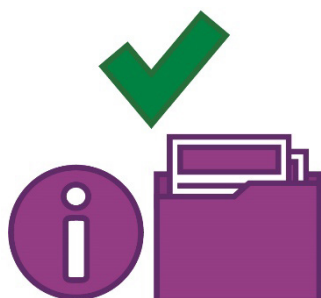


Behaviour support plan

A behaviour support plan is a document with steps to improve someone's behaviour.

Data

When we talk about data, we mean:



- facts
- information
- records.



Diverse market

The market is the supports and services people can find and use.

When a market is diverse, there are lots of different supports and services to choose from.



Exploitation

Exploitation is when someone takes advantage of you.



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.



Participants

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



Priorities

Priorities are things we need to focus on to achieve our goals.



Provider

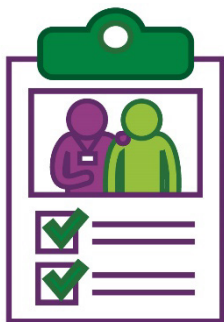
Providers support people by delivering a service.



Quality

Quality is about services that:

- support participants in the ways they need
- give participants choice and control.



Registered provider

A registered provider:

- can offer different supports and services than other providers
- has to follow more rules.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Review

A review is when the government checks something to find out what:

- works well
- needs to change.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Supported independent living (SIL)

SIL is help with day-to-day tasks around your home so you can:

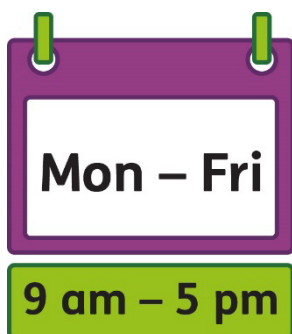
- do things for yourself
- learn new skills.



Violence

Violence is when someone hurts you or controls you.

Contact us



You can call us:

- Monday to Friday
- 9 am to 5 pm (Sydney time).



You can call us.

1800 035 544



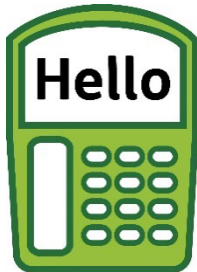
You can send us an email.

contactcentre@ndiscommission.gov.au



You can go to our website.

www.ndiscommission.gov.au



Teletypewriter (TTY)

Call:

133 677

Ask for:

1800 035 544



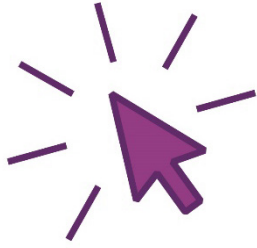
The National Relay Service

You can find the services on the website.

www.accesshub.gov.au/about-the-nrs

Ask for:

1800 035 544



Internet relay calls

internet-relay.nrscall.gov.au



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