# NDIS Quality and Safeguards Commission

Our Annual Report – 2022 to 2023

**A text-only 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 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 11.

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](http://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.

## What’s in this report?

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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](https://workforcecapability.ndiscommission.gov.au/)

## Our work in numbers

### Providers

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

Providers created 15,967behaviour 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](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)

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](https://internet-relay.nrscall.gov.au/)

You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)

You can follow us on Facebook.

[www.facebook.com/NDISCommission](http://www.facebook.com/NDISCommission)

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