



NDIS Quality
and Safeguards
Commission

Changes to Supported Independent Living and support coordination Consultation paper



Easy Read

www.ndiscommission.gov.au

About this consultation paper



NDIS Quality
and Safeguards
Commission

The NDIS Quality and safeguard commission wrote this **consultation paper**.

We will say **NDIS Commission** for short.



This **consultation paper** tells you about changes to the NDIS rules we want to make.

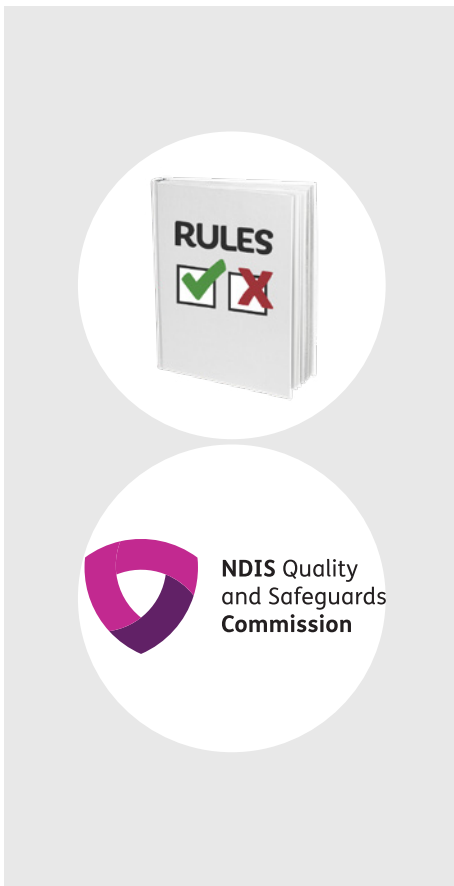


We want to change the rules so that all services must be **registered** to give

- **Supported Independent Living**



- **Support coordination.**



Register means a service agrees to

- Follow the NDIS rules
- Get checked by the NDIS Commission.



Supported Independent Living means support to look after your daily life and home.

We will say **SIL** for short.



This might be support with things like cooking meals or having a shower.

Support coordination means support to



- Understand your NDIS plan



- Make sure your NDIS plan works well for you.



We want to hear what you think about the changes we want to make.

Why we need the changes



The **Disability Royal Commission** looked into the big issues for people with disability.



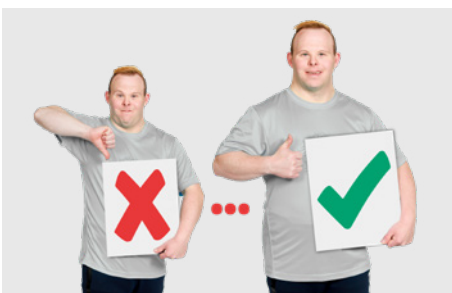
They found that some SIL and support coordination services are not doing a good job.



There were other **reviews** that looked into issues with SIL and support coordination.



Review means to look into something to find out more about it



We used what they found out to come up with changes to make the services better.

The issues with SIL services



Right now SIL services do not have to register with the NDIS Commission.



Many SIL services are at a persons home for lots of hours each day.



That means people getting SIL have a higher chance of getting treated in a bad way.



We talked to lots of different people about what needs to change with SIL.

They said the big changes should be about making sure SIL supports



- Are about what each person needs



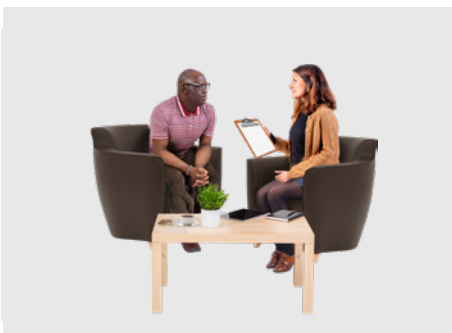
- Support peoples rights



- Support peoples choices

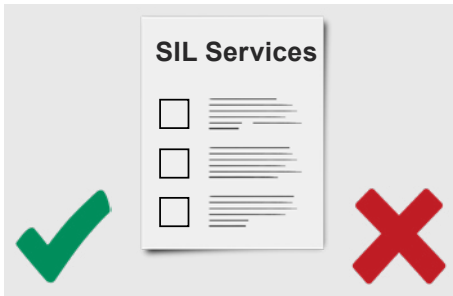


- Are done by workers with the right skills.



We want to make changes so that people get good and safe SIL services.

What we want to change for SIL services



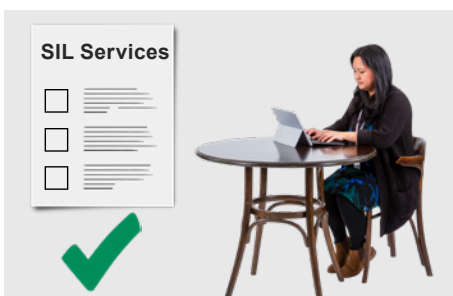
Some SIL services are registered with the NDIS Commission and some are not.



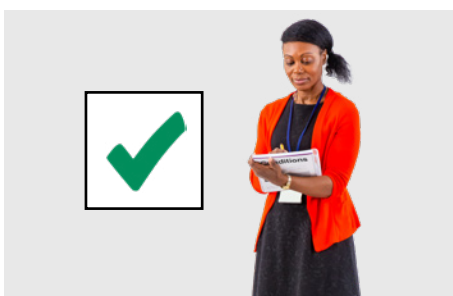
We want all SIL services to register with the NDIS Commission.



This is only for SIL and no other supports.

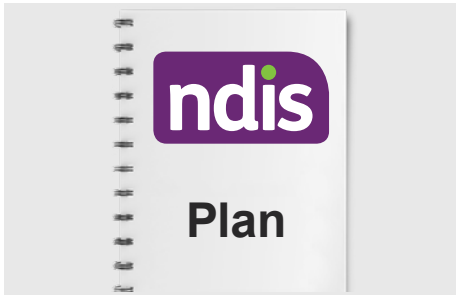


Services that are not registered with the NDIS must start to register their SIL services.

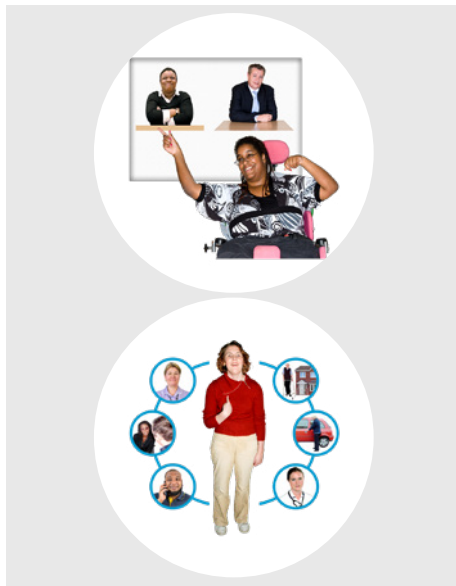


They must go through all NDIS checks and show they are giving good SIL supports.

The issues with support coordination



Support coordination can help people get the most out of their NDIS plan.



Good support coordination helps people

- Have choice in their life
- Get the services they need.



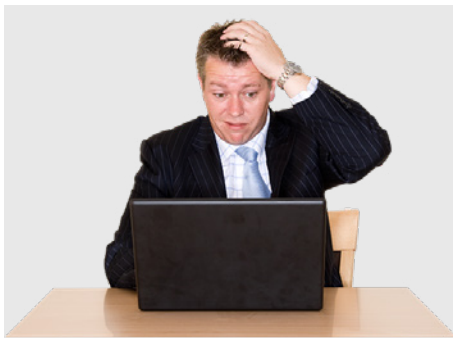
Reviews found some issues with services that do support coordination.



Some try to get people to do what is best for their service not the person.



Some do not listen to what the person wants.



Some services that do support coordination do not understand the NDIS rules.

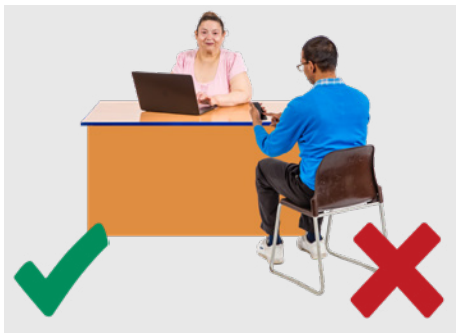


Some do not step in to keep the person they support safe when they are getting hurt.



We want to make changes so that people get good and safe support coordination.

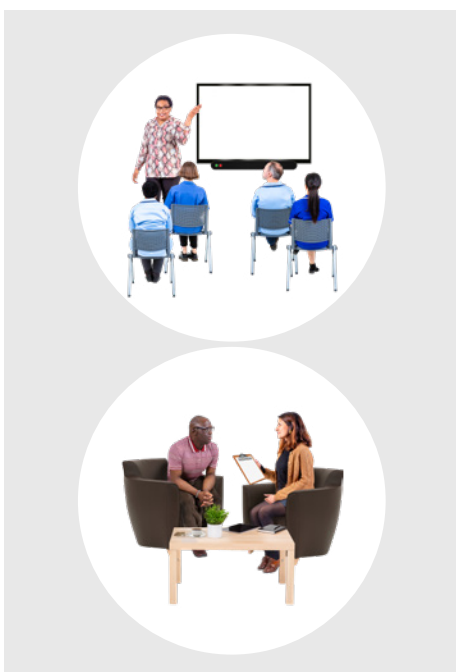
What we want to change for support coordination services



Some support coordinators are registered and some are not.



We want all support coordinators to register with the NDIS Commission.



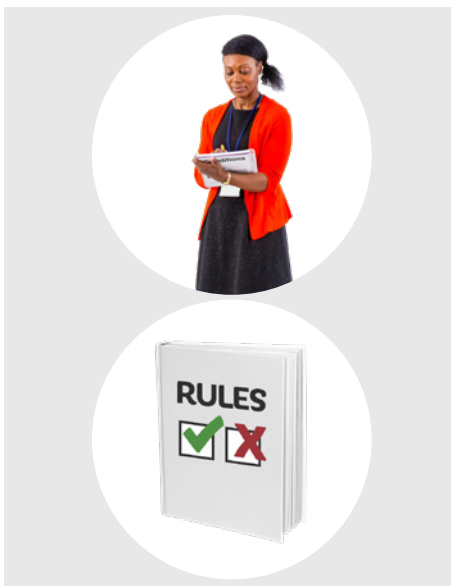
To do some kinds of support coordination the service must

- Have the right skills
- Know everything about it.

What the changes mean for services



We want all services to register their SIL and support coordination with the NDIS commission.



The NDIS Commission will check that the service

- Does their job well
- Follows the NDIS rules.



Services might need some time to get ready for registration.



Services can keep giving supports to people while they get ready for registration.

What the changes mean for people getting the services



All services must follow the same rules when they give people

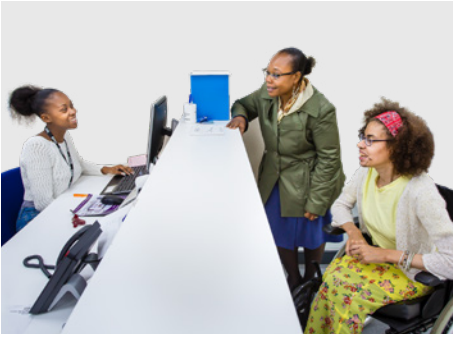
- SIL
- Support coordination.



This means everyone should get good supports.



While services get ready for registrations people will still get the support they get now.

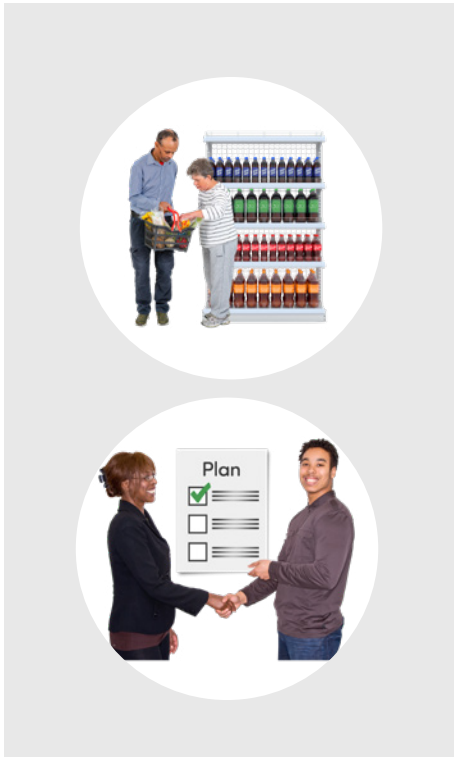


If a service chooses not to register then some people might have to find a new service.



We will make sure people get support to find a new service that works well for them.

Tell us what you think

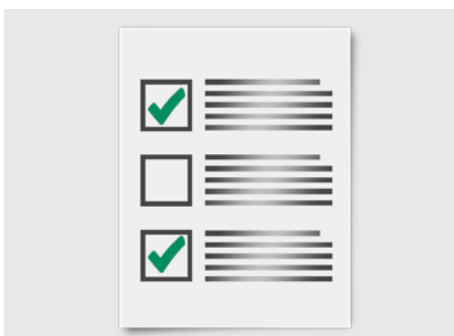


We want to know what you think about our changes to services that do

- SIL
- Support coordination.



You can use the questions on the next pages to tell us what you think.



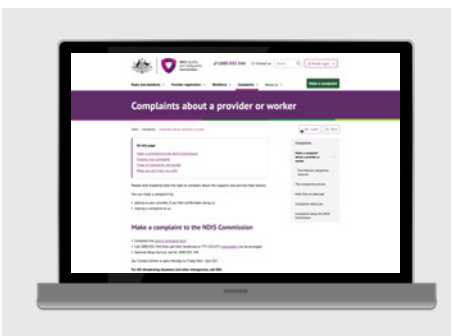
You do not have to answer all the questions.



The questions are only about the changes we want to make.



If you have any issues with your service or a worker you can make a complaint.



To make a complaint go to our website at
**[www.ndiscommission.gov.au/complaints/
make-complaint-about-provider-or-worker](http://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker)**



What will the changes mean for your SIL or support coordination?



Do you think our ideas about how and when the changes should happen work well for your supports?

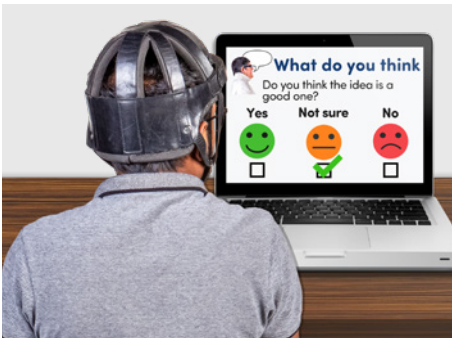


What information or support would help you get ready for the changes?



You can send your answers to

consultation@ndiscommission.gov.au

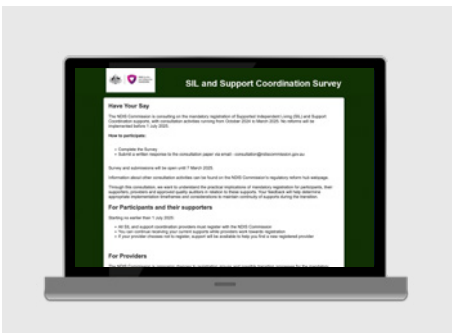


You can also fill in a survey on our website.



The survey is not in Easy Read.

You can ask someone to support you to fill it in.



To fill in the survey go to

www.bit.ly/sil-and-support-survey

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at business@cid.org.au.