



NDIS Quality  
and Safeguards  
Commission

# New rules for safer housing and living supports

What we heard

Easy Read version



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## Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their Elders from the past and now.

## How to use this report



NDIS Quality  
and Safeguards  
Commission

We are the NDIS Quality and Safeguards Commission (NDIS Commission).

We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **19**.



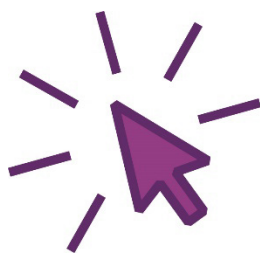
You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of another report.

It only includes the most important ideas.



You can find the other report on our website.

[www.ndiscommission.gov.au/rules-and-standards/quality-practice/research-and-investigations/supported-accommodation](http://www.ndiscommission.gov.au/rules-and-standards/quality-practice/research-and-investigations/supported-accommodation)



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## About this report



This report is about what we heard from people who work in the disability community about housing and living supports.



We heard that housing and living supports need to:

- be safer
- better meet the needs of people with disability.



This includes **supported independent living (SIL)**.

SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.



This also includes **specialist disability accommodation (SDA)**.

SDA is a type of housing that is designed for people with disability who need extra support.

This report also includes what we already learned from:



- people with disability



- government research.



For example, we learned about the need for new **NDIS Practice Standards**.



The NDIS Practice Standards:

- keep participants safe
- make sure NDIS **providers** do a good job.



Providers support people with disability by delivering a service.

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## What we have already learned

### What we learned from government research



Government research found out some things about people who:

- live together
- and
- share housing and living supports.

Government research found that these people might not get to choose:



- where they live



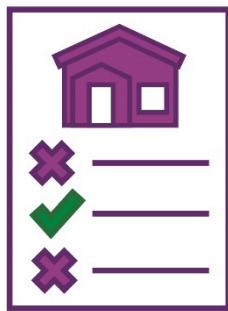
- who they live with



- what support they get.



Government research also found that there are problems with the way housing and living supports are delivered.



This research shows us that there needs to be new rules for housing and living supports.



These rules will make sure housing and living supports are:

- safe
- meet the needs of people with disability.



We also need to do more to check that housing and living support providers follow these rules.



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## What we learned from people with disability



We asked people with disability what they want the new housing and living supports rules to do.

They told us the new rules should make sure housing and living supports:



- keep people with disability safe



- make sure workers have the right skills.

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They also told us the new rules should make sure housing and living supports:



- keep personal information private



- protect **human rights**.



Human rights are rules about how people must treat you:

- fairly
- equally.

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## Who we heard from the disability community



We heard from more than **800** people who work in the disability community.

This includes:



- providers



- workers



- people who speak up for people with disability



- experts.

## What we asked about

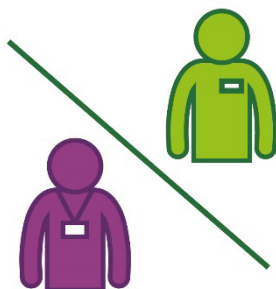
We asked about **3** ideas:



1. Checking the NDIS Practice Standards



2. Creating new NDIS Practice Standards for SIL



3. Ways to have different providers for SIL and SDA.

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## What we heard

### Checking the NDIS Practice Standards



We heard there needs to be better ways to check how well the NDIS Practice Standards are working.



We heard there needs to be better ways to check that providers are following the NDIS Practice Standards.

We heard the NDIS Practice Standards should be easier to:



- understand



- follow.

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## Creating new NDIS Practice Standards for SIL



We are creating new NDIS Practice Standards for SIL.



We heard ideas about how to make sure the new NDIS Practice Standards for SIL work well.

This includes:



- clear guides about how to follow them



- training for workers

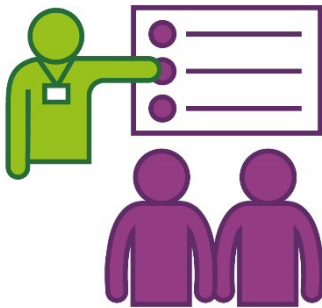


- new ways to check that providers are following the rules.



We also heard about some challenges that we might face with new NDIS Practice Standards for SIL.

For example:



- training for providers and workers about how to use the new NDIS Practice Standards



- getting money and other supports to make this training



- making sure the new NDIS Practice Standards work well with different providers.

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## Ways to have different providers for SIL and SDA



Most people supported the idea about separating SIL and SDA.



This means that providers would not be able to offer both SIL and SDA supports.

They would only be able to offer one of these supports.



We also heard about some challenges that might happen if SIL and SDA are separated.



For example, some providers might have to stop offering some services.



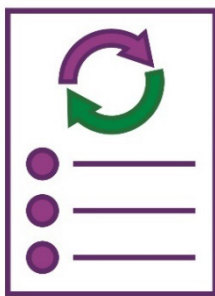


We heard some people worry that people with disability might not get the support they need while SIL and SDA are separating.



These challenges could affect people with high support needs more than other people.

We heard that if SIL and SDA are separated, we should make sure there:



- are plans to help people change their services



- is clear information about how the rules would work



- is a way for providers to keep doing both SIL and SDA if changing is not safe for the person.

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## Next steps

We will use what we heard to help us decide:



- how we check that the NDIS Practice Standards are keeping people who take part in the NDIS safe



- how we work with people with disability on new NDIS Practice Standards for SIL



- how to separate SIL and SDA in a way that works best for everyone.

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## Word list

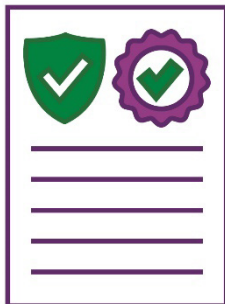
This list explains what the **bold** words in this document mean.



### Human rights

Human rights are rules about how people must treat you:

- fairly
- equally.



### NDIS Practice Standards

The NDIS Practice Standards:

- keep people who take part in the NDIS safe
- make sure NDIS **providers** do a good job.



### Providers

Providers support people with disability by delivering a service.



### **Specialist disability accommodation (SDA)**

SDA is a type of housing that is designed for people with disability who need extra support.



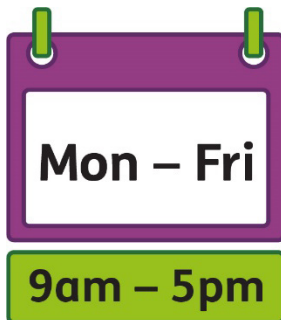
### **Supported independent living (SIL)**

SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.



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 2751**



You can go to our website.

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



TTY

**133 677**

The National Relay Service

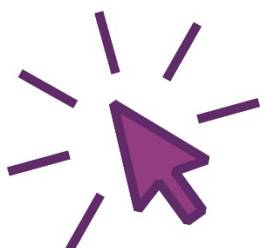


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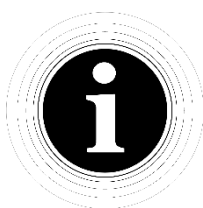
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