

National
disabilityinsurance
Scheme

Proposed NDIS Quality and Safeguarding Framework

Getting good supports and staying safe

Easy Read version



How to use this document



This document has been written by people from the different governments around Australia, both Commonwealth and State.



When you see the word 'we', it means these governments.



This information is written in an easy to read way.

We use pictures to explain some ideas.



Some words are written in **bold**. We explain what these words mean in the text. There is also a list of these words on page 25.



A friend, family member or support person can help you read this document.

There is information for people supporting others to read this document on page 27.



This document is quite long. You don't have to read it all at once.

What's in this document?

What is this document about?	4
About the NDIS	5
About the Framework	7
Thinking about risk	8
The main ideas in the Framework	9
Working together	10
Using the same rules all around Australia	12
Setting up a register of providers	13
Dealing with problems	14
Stopping abuse	15
Protecting people who manage their own plans	17
Reducing and ending restrictive practices	20
What will happen next?	23
Some questions for you to think about	24
Word list	25
Information for carers and support people	27
Would you like more information?	28

What is this document about?



This document is about getting the balance right between offering people with disability more choice and keeping them safe.



Quality is about receiving good services.



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



We'd like to know what you think about these important ideas.

We explain how you can tell us what you think on page 7.

About the NDIS



The National Disability Insurance Scheme is a new way of supporting people with disability.

ndis

It is often called the NDIS.



The NDIS has started in some parts of Australia. Soon, the NDIS will start in other parts of Australia as well.



The NDIS will give people more choice about the services and support they use.



People will be able to manage their own **funding** if that's right for them.



Funding is money governments provide for disability services and support.



And people will be able to choose different or new providers of services and supports if they want to.

About the Framework



The Framework is a plan. It is just a draft at the moment.



We want to know what you think about the Framework.

You can tell us what you think.

You can write to us at:



NDIS Quality & Safeguarding
PO Box 7576
Canberra Business Centre
ACT 2610



Or you can send an email to
ndisqualitysafeguards@dss.gov.au



There will also be public information sessions about the Framework. You can find out more about these meetings on our website at **www.engage.dss.gov.au**

Thinking about risk

In the Framework, we've thought about 2 main types of risk:



1. The risk that providers don't do the right thing.



2. The risk that people with disability might be harmed or hurt while using services or support.



We also know that everyone is different.

Everyone deals with risks and challenges differently.

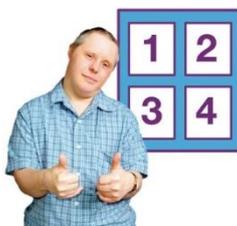
For example, what feels risky to you may not feel risky to someone else.



In the Framework, we don't want to be so worried about risk that we stop people from making choices.

The main ideas in the Framework

The Framework is based on some important ideas. These are that:



- People with disability have choice and control.



- The way we think about risk should be about what is right for each person.



- All people with disability should have the chance to make decisions and have choices.



- The rules about quality and safety should be the same all around Australia.

Working together



We think that everyone needs to work together to manage risk.



This includes:

- people with disability and their families, carers and support people
- governments
- support providers.



We know that people can take responsibility for some of the risks in their lives.



We also know that having the information you need is a big part of making good choices.



Governments can:

- stop problems from happening



- protect people from risk



- provide information.



We think that governments need to make a set of rules for support providers to follow.



And support providers need to follow these rules.



And we also need to make sure there are ways to fix problems if something goes wrong.

Using the same rules all around Australia



Right now each state has their own set of rules about quality and keeping people safe.

This will change under the NDIS.



Over the next few years, the NDIS will be used all around Australia.



We need to make sure that the rules about getting good supports and keeping people safe are the same all around Australia.

Setting up a register of providers



Under the NDIS, people can make choices about the providers they use.



They can choose a new provider if that is what they would like.



It's important that all of the providers treat people well and offer good supports.



We want to make a list of providers that the NDIA says are good. We call this a **register**.



However, there need to be rules to make sure the providers are good before they can get on the list.

Dealing with problems



If you have a problem with a provider, you should be able to tell someone what happened. We call this making a complaint.



You might complain if the service is not good.



You might complain if you don't agree with a decision.



Not everyone finds it easy to make complaints. Some people might be afraid to speak up.



Other people can't speak up on their own. They might find it hard to tell someone if there's a problem.



We want the Framework to have good ways for people to make complaints.

Stopping abuse

We want to find ways to protect people with disability from **abuse**.

Abuse is when someone hurts you.



This might be:

- hurting your body
- hurting your feelings or threatening you
- controlling your money or stealing from you
- when someone does something to you in a sexual way that is not ok, especially if you don't want them to do this, or if you are young.



These things are wrong.



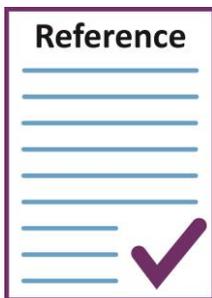
People who work for providers should not do these things.



They should treat people with kindness, respect and dignity.



We want the Framework to help protect people from abuse.



Providers could check that staff have the right skills to help you and check that they have a **reference** from their previous employer.

A reference is like a letter of support. Or sometimes, it can be given by phone or email.



We could also say that staff who work with providers must have a police check. This is a way of checking with the police to see if a person has committed any crimes in the past.



Or, we could take this further and ask that people working for providers have a special check, called a **“Working with Vulnerable People Clearance”**.

This would give us more options for making sure that a staff member has not hurt people with disability in the past.

Protecting people who manage their own plans



Under the NDIS, some people will manage their own **plan**.



A plan says what services and support someone will use, and how this will help them to meet their goals.

People who manage their own plans might:



- use a few different providers to receive their support.



- manage their own funding and the budget for their support



- employ their own support people.



People who manage their own plans might not have as much protection from risk as people who ask the NDIS to manage their plan.



Some laws that apply to businesses and services will protect people who manage their own plans.



However, we are thinking about additional options for protecting people who manage their own plans.

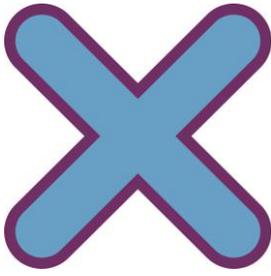
These options include:



- Making sure that everyone uses a provider who is on the register.



- Letting people choose any provider they want – even if they are not on the register. But, if we did this, we would need to teach people about the risk.



- Stopping some providers from offering services. This would only be if they have done bad things in the past.

Bad things would be things like harming people or providing bad services that do not help people to meet their goals.

Reducing and ending restrictive practices

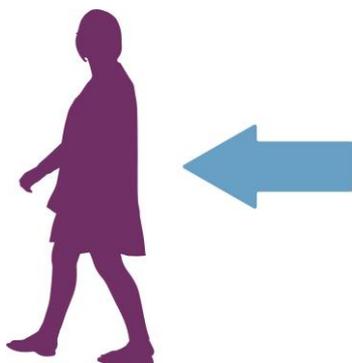


Restrictive practices are sometimes used when people with disability have challenging behaviours – such as being violent, or hurting themselves or others.

Restrictive practices include:



- restraining someone



- removing someone from a situation and leaving them in a place on their own



- using medication to help control or reduce challenging behaviours.



Restrictive practices can also include stopping someone from having a say about their life, or their situation.



There are different rules about restrictive practices in all states and territories.

We want to change this.

We want restrictive practices to be a last resort or not be used at all.



We think that people should be able to have a say about their own **behaviour support plans** wherever possible.



A behaviour support plan is a plan for supporting people with challenging behaviours.



We do understand that some people will need extra support to be able to do this, perhaps if they have trouble telling people what they want.



However, we believe that we should try to include people and let them make their own choices.



We think that families and other trusted people should have a say too.



We think providers should only be able to use restrictive practices when this has been agreed as the only way to keep people safe.



We also think there should be someone checking that providers are doing the right thing.

What will happen next?



Thank you for reading about the Framework.

You can share your ideas about the Framework with us.

There are some questions to think about on the following page.

The instructions for how to tell us your ideas are on page 7.



We are looking forward to receiving lots of ideas and feedback on this draft of the Framework.



We will use these ideas to create the final version of the Framework.



We will keep people updated about the Framework and what will happen next.

Some questions for you to think about



Do you agree with the ideas in this Framework?



How else do you think we can make people feel safer when using support providers?



What kind of checks would make you feel safe?



Who should make the decisions about when a staff member is good or not?



Do you think there should be a register of support providers to choose from?



Should the NDIS help people having problems with service providers?



Do you have other ideas about the Framework?

Word list



Behaviour support plan

A plan for managing behaviours.



Complaint

Telling someone if there is a problem.



Funding

Money governments provide for disability services and support.



Plan

A document that describes the services and support someone will use, and how this will help them to meet their goals.



Quality

Making sure that people with disability receive good services.



Reference

A reference is like a letter of support. Or sometimes, it can be given by phone or email.



Register

A list of service providers. There will be rules about who can be included on the register.



Restrictive practices

Ways of preventing a person from harming themselves or others.



Safeguarding

Keeping people with disability safe when they are receiving services.



Working with Vulnerable People Clearance

A special check to make sure that a person has not harmed people with disability in the past.

Information for carers and support people

Many people will need support to read this document.

There are different ways that you can do this:

- engage in a one-on-one conversation
- work with a small group of three to five people
- present to a bigger group.

A small group of three to five people is ideal because people can bounce ideas off one another and engage in discussion.

If a bigger group is your only option, working through the document on screen may help. You can download a PDF from the DSS website, details on the next page.

Try not to just read the document out. Instead, talk through it, discussing the images and the text as you go. Aim to help people relate the information to their personal experience.

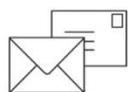
We really appreciate your time to help people through this document.



Would you like more information?



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You can also use these contact details to provide feedback.



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