



NDIS Quality and Safeguards Commission

About the NDIS Commission



NDIS participants have the right to be:

- given good quality services
- safe.



We will use the *NDIS Quality and Safeguarding Framework* to guide us in the work we do.

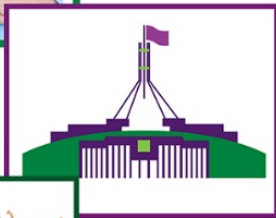
The *NDIS Quality and Safeguarding Framework* talks about how to:



- provide good quality services



- keep NDIS participants safe.



We will work with:

- NDIS participants
- NDIS providers
- workers
- government
- the community.

We will help NDIS participants, families and carers who feel:

- unsafe
- unhappy with their services.



We will introduce some new rules.

They are:



- a Code of Conduct – rules about the kind of behaviour we expect



- Practice Standards – rules that explain what good quality, safe services are.

What is our job?



It will be our job to see if NDIS providers are registered and doing a good job.



We will make sure NDIS providers follow the:

- Code of Conduct
- Practice Standards.



We will handle complaints about the quality and safety of NDIS services.



We will teach NDIS providers how to manage complaints they get from NDIS participants.



We'll make sure NDIS providers have good ways of dealing with problems.



Restrictive practices are ways to quickly stop someone from hurting themselves or others.



We want NDIS providers to find better ways to help.



Behaviour Support Plans explain how to support people if their behaviour puts themselves or other people at risk.



We will work with states and territories so that worker screening will be done the same way across Australia.



And we will share the information about quality and safeguards that everyone needs.



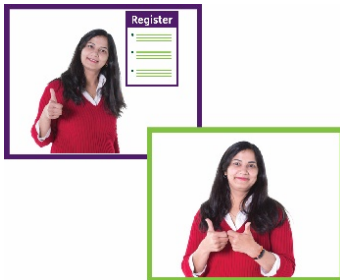
We'll share information with:

- the National Disability Insurance Agency (NDIA)
- states and territories
- the Australian Government.

What about the NDIA?



The National Disability Insurance Agency (NDIA) runs the NDIS.



At the moment, it's the NDIA's job to see if NDIS providers are:

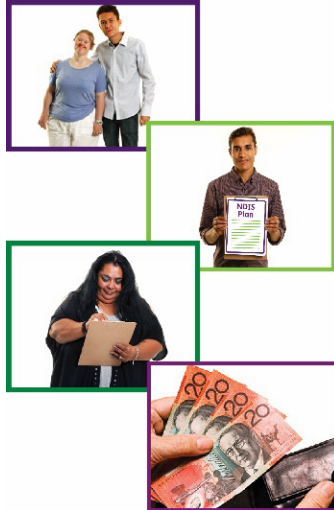
- registered
- doing a good job.



In the future, we will do this.



We will work with the NDIA to make sure this change happens.



The NDIA will still:

- support people with disability
- help people create their NDIS plans
- manage service bookings
- manage payments.



The NDIA will receive complaints about the things they do, including NDIS plans.



But, in the future, they won't receive complaints about NDIS providers.



You can visit the website to find out more about the NDIA.

Find out more



We have more information on our website about:

- the NDIS Commission
- what it means for you.



www.ndiscommission.gov.au



You can also call us.

1800 03 55 44

This is a free call from landlines.