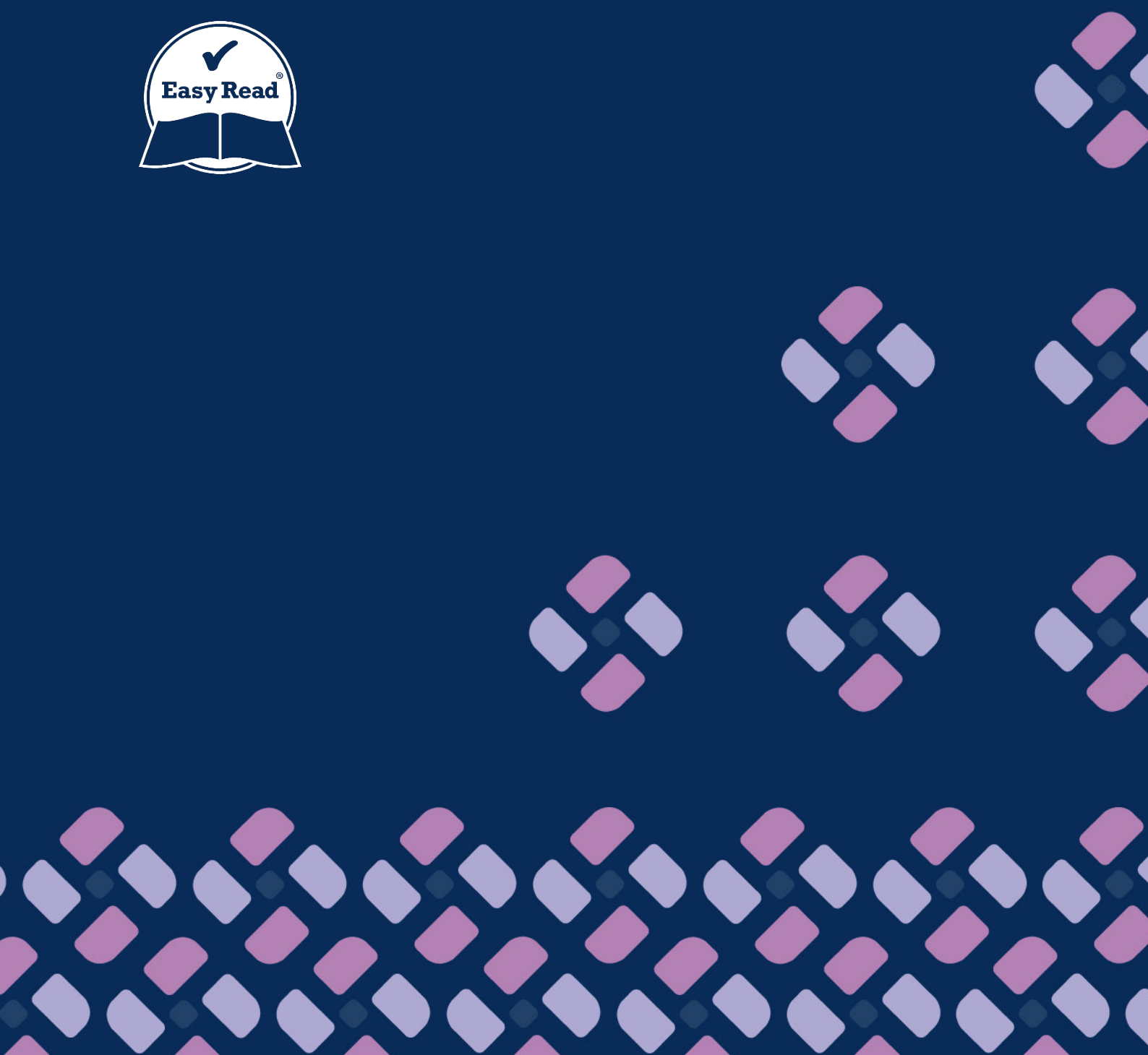


A new model to make sure NDIS providers give good supports

Sharing your ideas about it

Easy Read version



How to use this document



The NDIS Provider and Worker Registration Taskforce (the Taskforce) wrote this document.

When you see the word 'we', it means the Taskforce.

We explain who we are on page 5.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some 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 23.





This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find more information on the Australian Government Department of Social Services (DSS) website.

www.engage.dss.gov.au/ndis-provider-and-worker-registration-taskforce



You can ask for help to read this document.

A friend, family member or support person might be able to help you.



What's in this document?

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About us



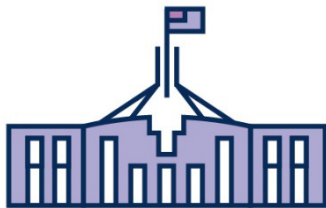
The **National Disability Insurance Scheme** provides services and support to people with disability.

It is also called the NDIS.



We are a group called the NDIS Provider and Worker Registration Taskforce.

In this document, we call ourselves the Taskforce.



We will give advice to the Australian Government about a new way to check **providers**.



Providers are organisations that help people with disability.



This document explains:

- what we will give advice about
- how you can share your ideas with us.

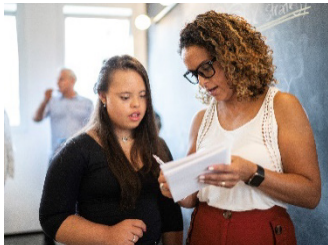
What you share will help us make our advice.



We will work with the disability community to make our advice, including:



- people with disability and their families



- organisations who work with people with disability



- NDIS providers and support workers.



You can read more about us on the DSS website.

www.engage.dss.gov.au/ndisregistration



A new way to check providers



A group of people who were separate to the Australian Government checked the NDIS to find out what:

- worked well
- could be better.

This was called the **NDIS review**.



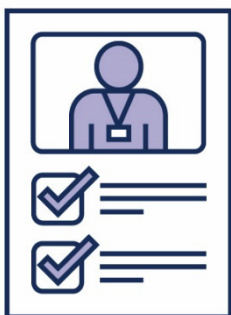
You can learn more about the NDIS review on their website.

www.ndisreview.gov.au/news/final-report-has-been-published



The NDIS Review said that there needs to be a better way to make sure NDIS providers:

- give good supports
- keep people safe.



The NDIS Review suggested a 'graduated risk-proportionate regulatory model' for providers.

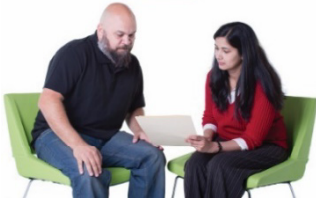
In this document, we call it the Model.



About the Model



We are working on what the Model could be like if the Australian Government agrees to make it.



The Model will make sure NDIS providers and workers have to pass certain checks before they can provide supports.

These checks will be based on:



- the types of supports the providers and workers offer



- the amount of risk involved in delivering these supports to people.





This includes the risk to:

- providers
- **participants.**



Participants are people with disability who use the NDIS.



The Model will help to protect the **rights** of people with disability to be safe.



Rights are rules about how people must treat you:

- fairly
- equally.





It is important that the Model helps participants to have choice and control in their lives.



You can learn more about the Model on the NDIS Review website.

www.ndisreview.gov.au/resources/reports/working-together-deliver-ndis/part-two-markets-and-support-systems-empower-7



A new framework to check risk



A **framework** is a plan for how things should work.



The NDIS Review suggested that the Model should work with a 'Provider Risk Framework'.

In this document, we call it the Framework.



The Framework would check the risks of different:

- supports
- providers.



And it would check the risk to:

- participants
- providers.



Sharing your ideas with us



You can share your ideas about the Model and the Framework with us.

What you share will help us give advice to the Australian Government about:



- how the Model should work



- what the Framework should be like



- how to protect participants who hire their own workers.





You can learn more about the Model on the NDIS Review website.

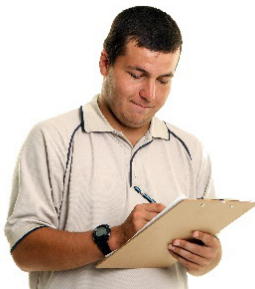
www.ndisreview.gov.au/resources/reports/working-together-deliver-ndis/part-two-markets-and-support-systems-empower-7



There are different ways you can share your ideas.

You can choose which way works best for you.

You can share your ideas:



- in writing



- as an image



- in a different format.





You can also choose to share your ideas in more than one way.



There will also be a box you can tick to tell us we can contact you about your ideas.



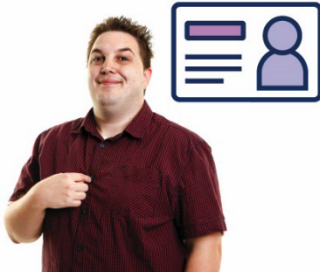
You don't have to tick this box if you don't want to.



If you tick the box, you will agree that we can contact you.



You can then add:



- your name
- contact details.

We will use these details to contact you.



You can share your ideas until 11:59 pm on 28 April 2024.



You can visit the DSS website to share your ideas.

www.engage.dss.gov.au/ndisregistration



In April 2024, there will also be questions you can answer about the new Model.

The questions will be on the same webpage where you can share your ideas.



Meetings with communities



We will run meetings with communities across Australia.



The communities will be able to share their ideas about the Model at these meetings.



DSS will share when and where these meetings will happen on their website.

www.engage.dss.gov.au/ndisregistration

Advisory groups



We will also invite people to be part of **advisory groups**.

These groups will help us make our advice.



An advisory group is a group of experts who work with us to share what:

- is working well
- needs to work better.



The advisory groups will include:



- participants



- people who support participants to make important decisions



- NDIS providers and workers



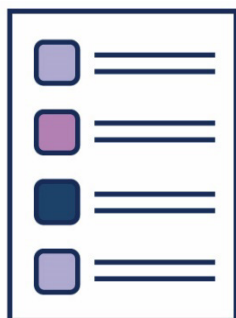
- people who know a lot about the NDIS.



Support to share your ideas



There are services that can support you to share your ideas with us.



We wrote a list of these services below.



National Relay Service



You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



TTY (Type and Listen)

1800 555 677



Speak and listen

1300 555 727

Translating and Interpreting Service (TIS)



If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450



You can also ask for their support to send us an email with your ideas.

ndisregistrationtaskforce@dss.gov.au



Other support for you

The Disability Advocacy Support Helpline



The Disability Advocacy Support Helpline is a phone number you can call.

They can give you short-term **advocacy** support no matter where you live in Australia.

Advocacy is when someone:

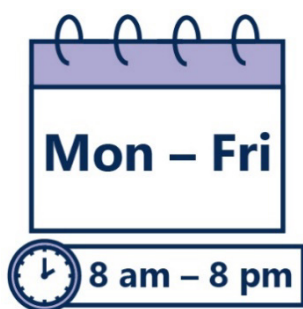


- supports you
- helps you have your say
- gives you information and advice.



You can connect to the Disability Advocacy Support Helpline through the Disability Gateway.

You can call the Disability Gateway:



- Monday to Friday
- 8 am to 8 pm.

1800 643 787



You can also contact them by filling out a form on the Disability Gateway website.

www.disabilitygateway.gov.au/contact-us-form



Blue Knot Foundation



Blue Knot Foundation offers free **counselling support** to anyone who needs it.



Counselling support is when you:

- talk to someone about how you think and feel
- talk about ways to help you feel better.



You can visit their website.

www.blueknot.org.au



More information



You can send us an email for more information.

[**ndisregistrationtaskforce@dss.gov.au**](mailto:ndisregistrationtaskforce@dss.gov.au)



You can learn more about us on the DSS website.

[**www.dss.gov.au/ndisregistrationtaskforce**](http://www.dss.gov.au/ndisregistrationtaskforce)



Word list

This list explains what the **bold** words mean.



Advisory group

An advisory group is a group of people who work with us to share what:

- is working well
- needs to work better.

Advocacy



Advocacy is when someone:

- supports you
- helps you have your say
- gives you information and advice.

Counselling support



Counselling support is when you:

- talk to someone about how you think and feel
- talk about ways to help you feel better.





Framework

A framework is a plan for how things should work.

National Disability Insurance Scheme



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NDIS review



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- worked well
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This was called the NDIS review.

Participants



Participants are people with disability who use the NDIS.





Providers

Providers are organisations that help people with disability.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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