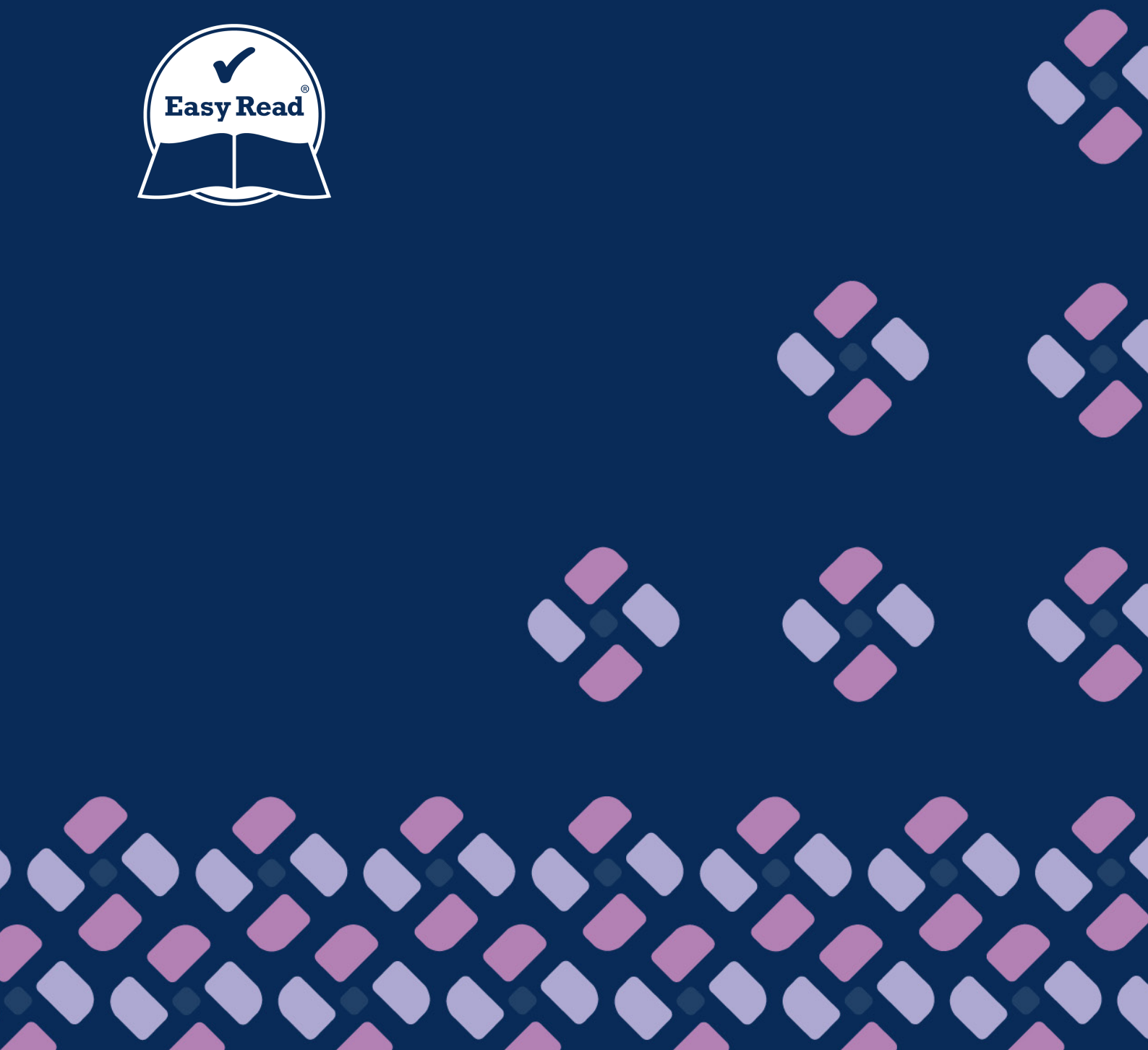


Ways to improve NDIS registered providers

Advice for the Australian Government

Easy Read version



How to use this document



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

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



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important 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 20.





This is an Easy Read summary of another document.
This means it only includes the most important ideas.



You can find the other document on our website.

www.dss.gov.au/disability-and-carers-standards-and-quality-assurance/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.



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About the Taskforce



The Australian Government created the NDIS Worker and Provider Registration Taskforce.

In this document, we call it the Taskforce.



The Australian Government created the Taskforce after the **NDIS Review**.

The NDIS Review checked the NDIS to find out what:

- has worked well
- could work better.



The NDIS Review found that the Australian Government needs to improve how **providers** sign up to deliver services for the NDIS.



Providers support people with disability by delivering a service or product.



When a provider signs up to deliver services for the NDIS, they become a **registered provider**.



A registered provider:

- can offer different supports and services than other providers
- has to follow more rules.



The Australian Government is thinking about making more providers become registered providers.



The Taskforce did some research and talked to the community about this idea.



In this document, the Taskforce shares what they found out and their advice for the Australian Government.



What the Taskforce found out



The Taskforce heard from more than 2,270 people in the community.

This includes:



- providers



- organisations that support people with disability



- **NDIS participants** – people with disability who take part in the NDIS.



People in the community are worried that making all providers become registered providers could:



- affect choice and control for NDIS participants



- make services cost more



- make things harder for smaller providers



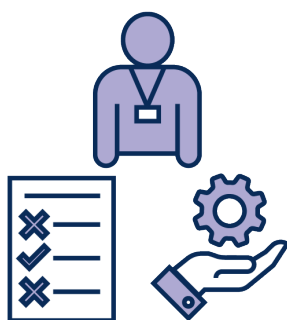
- stop providers from looking at different ways to deliver supports.



Advice from the Taskforce

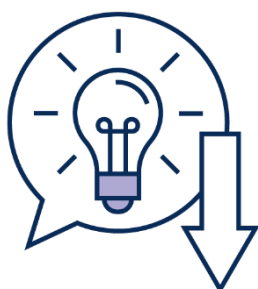


The Taskforce has different ideas for the Australian Government to think about.



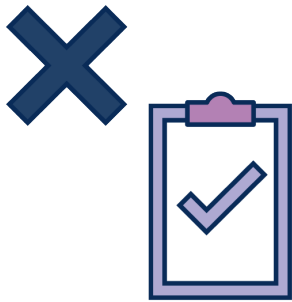
This includes ideas about:

- providers
- rules for registered providers
- supports and services.



We explain their ideas on the following pages.

Advice about providers



The Taskforce said that some providers don't need to be registered providers.



This includes providers that only deliver services to NDIS participants who manage their own supports.



This also includes providers that NDIS participants buy products from that anyone could buy. For example, Woolworths or Bunnings.

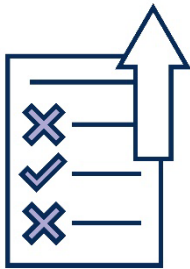


The Taskforce said that providers should be registered based on how much risk there is in their supports and services.





This includes the risk there is to people with disability.



This means that if there is a high risk they must follow more rules.



The Taskforce said that workers who deliver services in the NDIS should become registered workers.



But the Australian Government needs to work with the disability community to decide which workers must become registered workers.





Many health professionals are already registered to deliver support services.



The Taskforce said that those health professionals should not need to become registered providers to deliver services in the NDIS.



Health professionals should be able to use the registration they already have to provide supports to everyone.

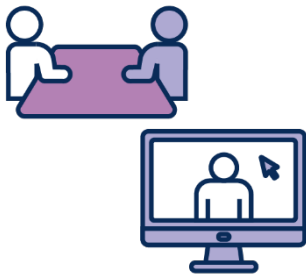


Advice about rules for registered providers

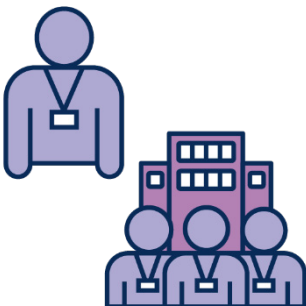


The Taskforce said that providers who work in different places should meet the same rules to become registered providers.

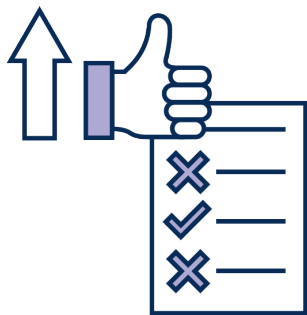
For example, providers that work:



- in-person or online



- for themselves or for an organisation.



The Taskforce said there needs to be better rules about what registered providers must do.



The Taskforce said there should be better ways to make sure providers are following the rules.

Advice about supports and services



The Taskforce said the National Disability Insurance Agency (NDIA) should make all its payments online.

This will make it easier to see:



- how much NDIS participants pay providers
- which providers they pay.





Group homes are places where people with disability:

- live together
- get support.

The Taskforce said NDIS participants who live in group homes are at risk of experiencing:



- **violence** – when someone hurts you physically



- **abuse** – when someone treats you badly



- **neglect** – when someone is not helping you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you.





The Taskforce said the **NDIS Quality and Safeguards Commission** should be able to enter group homes whenever they need to.

This means they can make sure people are safe.



The NDIS Quality and Safeguards Commission makes sure NDIS participants:

- are safe
- get good services.

In this document, we call them the NDIS Commission.



The Taskforce said the NDIS Commission should also be able to visit group homes without having to say when they will do this.



The Taskforce said that NDIS participants who get support from **supported independent living (SIL)** providers are also at risk.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



The Taskforce said that all supported SIL providers should be registered.



The Taskforce said NDIS participants who want to manage their own supports should be registered.





The Taskforce said we should work with the disability community to decide how these NDIS participants should register.

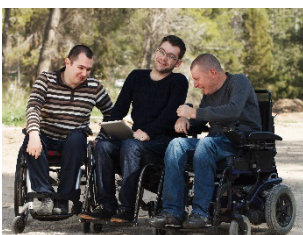


The Taskforce also said there should be more support for NDIS participants who want to manage their own supports.

The Taskforce said the Australian Government should support more:



- programs that help people with disability to build their skills



- **peer support** groups.





Peer support is when people use experiences they share to:

- feel connected
- help each other.



Word list

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



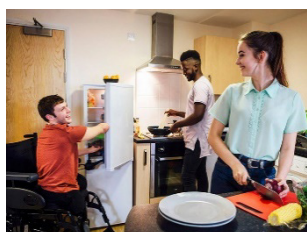
Abuse

Abuse is when someone treats you badly.



Exploitation

Exploitation is when someone takes advantage of you.



Group homes

Group homes are places where people with disability:

- live together
- get support.





NDIS participants

NDIS participants are people with disability who take part in the NDIS.



NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission makes sure NDIS participants:

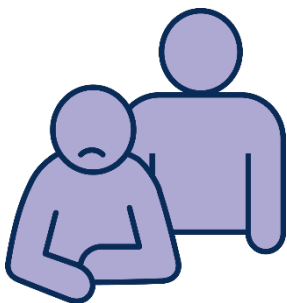
- are safe
- get good services.



NDIS Review

The NDIS Review checked the NDIS to find out what:

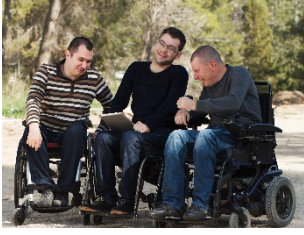
- has worked well
- could work better.



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.





Peer support

Peer support is when people use experiences they share to:

- feel connected
- help each other.



Providers

Providers support people with disability by delivering a service or product.

Registered providers



A registered provider:

- can offer different supports and services than other providers
- has to follow more rules.



Supported independent living (SIL)



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



Violence

Violence is when someone hurts you physically.

Contact us



You can visit our website.

www.dss.gov.au/ndisregistrationtaskforce



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