



Participant Safeguarding Policy

Implementation Plan

Actions we will take to make our policy work

Easy Read



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



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 22.



This Easy Read document is a summary of another document.

We call it the *Participant Safeguarding Implementation Plan*.



You can find the other document on our website.

www.ndis.gov.au/participantsafeguarding



You can ask for help to read this document.

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

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What is the policy about?



A **policy** is a plan for how we should do things.



We wrote a new policy about how we can support people with disability to be safe.

This includes **participants**.



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



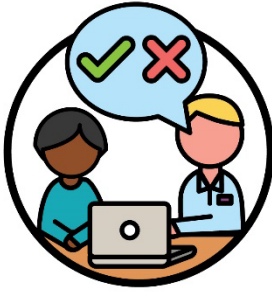
We can help keep people with disability safe by supporting them to have **safeguards**.



Safeguards are ways for people with disability to stay safe.

They might be different for different people.

Safeguards might include:



- getting support to make decisions



- building relationships with people who can help



- learning about how to stay safe, using **accessible** information.



When information is accessible, it is easy to:

- find and use
- understand.



The policy also includes how we will help the **support networks** around people with disability.

A support network is all the people who support a person with disability to use safeguards.

What is our action plan about?



We wrote the *Participant Safeguarding Implementation Plan* to explain what we will do to make the policy work.

We call it an action plan.

When we made this action plan, we worked with:



- people with disability



- participants



- their support networks.



Our action plan uses the 4 focus areas from the policy.

They explain how we will work with people with disability.

Focus area 1



We want to focus on what each person needs when we support them to understand the risks in their lives.

Action 1



We will look at the ways we support our staff to:

- know about risks
- think about if participants are at risk
- manage risks.

Action 2



We will also look at how we work out when a participant is at risk.



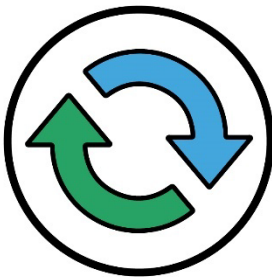
This includes understanding if something in a participant's life might put them more at risk.



We will also find new ways to know about how participants might be at risk.

Action 3

We will use what we learn about participant risk to work out if we need to:



- change how we do things



- update our **strategies**.



A strategy is a plan for how we will do things in the future.

Focus area 2



We want to help workers to have the right skills and knowledge to support people with disability.



We also want to help people with disability understand risks and safeguards.

Action 4



We will look at how we train our staff to:

- know about risks
- think about if participants are at risk
- manage risks.

We will also look at our information about:



- what we expect staff to do



- how services should work with participants.

Action 5

We will use what we learn to work out if we need to train our staff to:



- understand risks and safeguards



- support participants to manage risks and safeguards.



We will look at information we share with participants about risks and safeguards.



For example, information about:

- safeguards participants can use
- what participants can do.



We will also look at information from the **NDIS Quality and Safeguards Commission (NDIS Commission)** about risks and safeguards.

The NDIS Commission works with the NDIA
to make sure participants:



- are safe



- get good services.



We will also look at how accessible our
information about risks and safeguards is.



When we have looked at these things, we will
know what other information we need to share.

Action 7

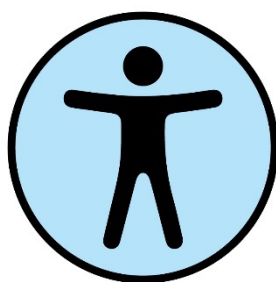
We will make sure we provide training and information to:



- people with disability



- their support networks.



This includes making sure the training and information is accessible.

Focus area 3



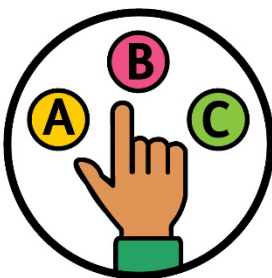
We want to work with people with disability to get safeguards ready before they might need them.

Action 8

We will look at how we support our staff to help people with disability:



- understand what supports they might need

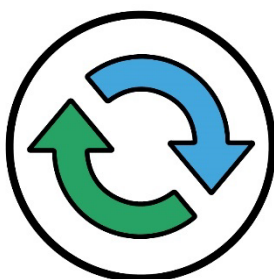


- decide what safeguards they want



- get their safeguards ready before they are at risk.

We will use what we learn to work out
if we need to:



- change how we do things

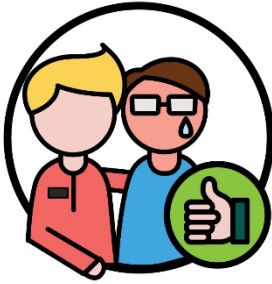


- update our strategies.



This includes how safeguards can support people
over the whole time they take part in the NDIS.

Focus area 4



We want to find better ways to help people with disability if things go wrong.

Action 10

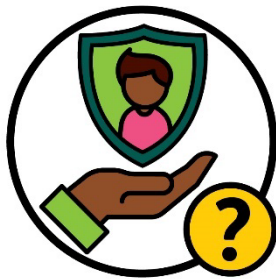


We will look at the ways we support people with disability when we find out something has gone wrong.

This includes looking at how we share information about:



- the ways participants can report issues



- what other safeguards participants can use after something has gone wrong.

Action 11



We will use this information to work out if we need to improve how we respond to problems as they happen.

Making sure our action plan works well



We will keep working with others to make sure our policy works well.

For example:



- people with disability



- the NDIS Commission



- state and territory governments.



We will check how well the action plan is working.



Our action plan will take place over the next 5 years.



We might also update our action plan in the future.



For example, after the Australian Government finishes **reviewing** the NDIS.

We call this the NDIS review.



When the Australian Government reviews something, they check to see what:

- works well
- can be better.

More information

For more information about this action plan, please contact us.



www.ndis.gov.au



1800 800 110



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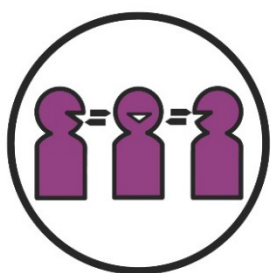
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

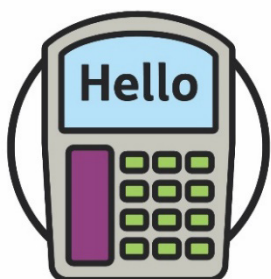
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

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



Accessible

When information is accessible, it is easy to:

- find and use
- understand.



NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission works with the NDIA to make sure participants:

- are safe
- get good services.



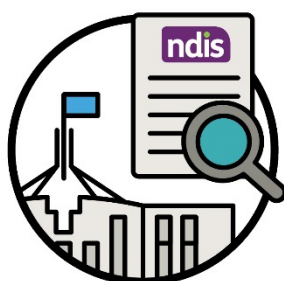
Participants

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



Policy

A policy is a plan for how we should do things.



Review

When the Australian Government reviews something, they check to see what:

- works well
- can be better.



Safeguards

Safeguards are ways for people with disability to stay safe.

They might be different for different people.



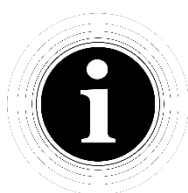
Strategy

A strategy is a plan for how we will do things in the future.



Support network

A support network is all the people who support a person with disability to use safeguards.



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