



# Participant Safeguarding Policy

## How we used co-design

Easy Read version



**ndis**

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## 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**

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 28.



This Easy Read document is a summary of another document.



You can find the other document on our website.

[www.ndis.gov.au/participantsafeguarding](http://www.ndis.gov.au/participantsafeguarding)



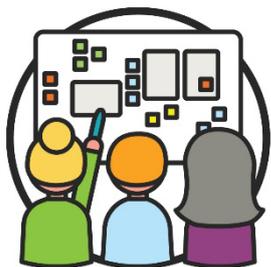
You can ask for help to read this document.

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

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## What is this document about?



**Co-design** is when people work together to plan something new.



This document is about how we used co-design to help write a new **policy**.

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



This policy is 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.



The policy explains how 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.

## What we made with co-design



We used co-design to make 6 **principles** for the policy.



Principles are important ideas that we should always think about.



These principles will help us support people with disability to:

- think about safeguards in their lives
- make decisions about their safety.



We used what we learned to make other parts of the policy.



For example, we made 4 focus areas.

They explain how we will work with people with disability.



We will also use the focus areas to make sure the policy works well.



We also used what we learned from co-design to make our *Participant Safeguarding Implementation Plan*.

We call it an action plan.



We wrote the action plan to explain what we will do to make the policy work.

## How we used co-design



We included more than **210** people from the disability community in our co-design.



This includes **85** participants with different:

- backgrounds
- experiences.



We set up a group of people to help us work with the disability community.



This group is the Participant Safeguarding Co-design Steering Committee.

In this document we call them the Steering Committee.



People with disability were an important part of this group.

They gave us advice about:



- who to include in our co-design



- how to work well with people with different backgrounds and experiences



- how to make sure the policy works well.

## Co-design workshops



We ran online workshops between June 2022 and October 2022.

The workshops included:



- participants



- families and carers



- NDIA staff



- NDIS **service providers**.

A service provider supports people with disability.



A service provider can be an:

- organisation
- individual.



We ran the workshops in 3 parts to:

- make sure everyone understood the main ideas
- help everyone feel comfortable to share their ideas.

## Other Participant groups



People with Disability Australia (PWDA) is an organisation that speaks up for people with disability.



We worked with PWDA to include different participant groups in our co-design activities.



Each group had participants with different:

- backgrounds
- experiences.



We used different strategies to work with each group to test our principles.



We worked with **culturally and linguistically diverse (CALD)** communities.



CALD people:

- come from different backgrounds
- speak languages other than English.



We also worked with the **LGBTQIA+** community.

The letters LGBTQIA stand for lesbian, gay, bisexual, transgender, queer and questioning, intersex, and asexual.



The '+' is for people who are part of the LGBTQIA+ community but don't talk about themselves using a word from this list.

We worked with:



- people who need support to communicate



- people who have experience of being **homeless**.



People who are homeless do not have a home.

They must find a place to sleep each night.



We also worked with an organisation called First Peoples Disability Network.

They helped us include First Nations peoples in our co-design.

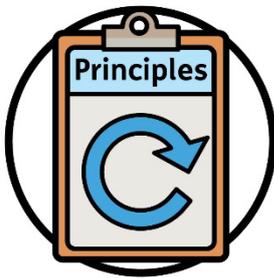


We met with the participant groups in online:

- workshops
- interviews.



We heard what each group thought about the principles we made in the co-design workshops.



And then we updated the principles.



Each group gave us advice about how the principles should support people like them in the community.

## Disability community



We also worked with 2 **reference groups**.

A reference group is a group of people who give us advice about a certain topic.



One reference group gives us advice about **psychosocial disabilities** in the NDIS.

A psychosocial disability affects your mental health.



This group is called the NDIS Mental Health Sector Reference Group.



The other reference group helps us understand the experiences of participants.

This group is called the Participant Reference Group.



We also worked with **Disability Representatives and Carers Organisations (DRCOs)**.

DRCOs speak up for people with disability.



We also worked with the **Independent Advisory Council (IAC)**.

The IAC is a group of people who help us understand what people with disability need.

We used what we heard from these groups to make:



- the policy

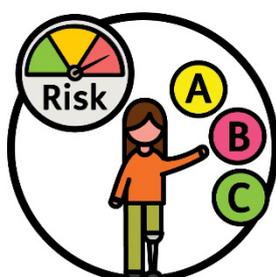


- the action plan.

## How we wrote the policy



We did some research about how to support participants to be safe.



We learned about ideas people with disability can use to choose how to manage risks in their lives.



We also learned about things organisations can do to support people with disability to manage their own risks.



We used what we learned when we wrote the policy.

## What people told us during co-design



We heard the same things from many people in the co-design.



This helped us understand some ideas that are important to the whole community.

We call these themes.

The themes include how people with disability can:



- manage their own safeguards and risks



- get support from the people around them.

The themes also include making sure:



- the NDIA focuses on making sure participants are safe



- the community know how each part of the NDIS should work



- the NDIA finds ways to better support people with disability to be safe.

The themes also included making sure the principles are:



- clear



- easy to understand.

And we heard that the policy should explain:



- what we will do



- how we will support participants to be safe.



We also heard about some things that affect people in different ways.

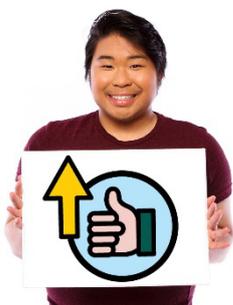


This showed us that we must also think about what happens in each person's life.

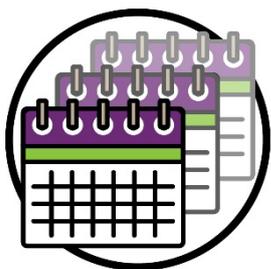
## What we learned about co-design



We learned a lot about how to make sure co-design works well.



We can use what we learned to make our co-design better in the future.



It can take a lot of time to do co-design the right way.



We learned it is important to include people with **lived experience** of disability in the Steering Committee.

If you have lived experience of disability, you:



- have a disability
- know what life can be like for people with disability
- can tell your story to help others.



It is also important to have someone with lived experience help run the co-design workshops.



This can help people feel more comfortable to share their experiences.



We learned that it is important to hear from as many different groups as possible.



This is the only way to make sure our policies support the whole community.



We can work with disability and carer organisations to contact participant groups.



It is also important to have different ways to hear from the community.

For example:



- online workshops



- online surveys



- interviews.



We learned to think about what words we use when we work with participants.

We want everyone to understand us in the same way.



Sometimes we talk about things that might upset people.

And it helps to provide **counselling support**.



Counselling support is when you:

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



We should also support people in our co-design to respect what other people have to say.

## More information

For more information about this document, please contact us.



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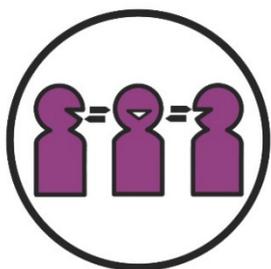
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Translating and Interpreting Service (TIS)

**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](http://www.relayservice.gov.au)

## Word list

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



### **Co-design**

Co-design is when people work together to plan something new.

### **Counselling support**



Counselling support is when you:

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



### **Culturally and linguistically diverse (CALD)**

CALD people:

- come from different backgrounds
- speak languages other than English.



## Disability Representatives and Carers Organisations (DRCOs)

DRCOs speak up for people with disability.



## Homeless

People who are homeless do not have a home.

They must find a place to sleep each night.



## Independent Advisory Council

The IAC is a group of people who help us understand what people with disability need.

## LGBTQIA+

The letters LGBTQIA stand for lesbian, gay, bisexual, transgender, queer and questioning, intersex, and asexual.



The '+' is for people who are part of the LGBTQIA+ community but don't talk about themselves using a word from this list.

## Lived experience



If you have lived experience of disability, you:

- have a disability
- know what life can be like for people with disability
- can tell your story to help others.



## Participants

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



## Policy

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



## Principles

Principles are important ideas that we should always think about.



## Reference group

A reference group is a group of people who give us advice about a certain topic.

## Safeguards

Safeguards are ways for people with disability to stay safe.

They might be different for different people.

They might include:

- getting support to make decisions
- building relationships with people who can help
- learning how to stay safe using accessible information.



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