

Compliance and Enforcement Framework

About the laws and rules of the NDIS



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

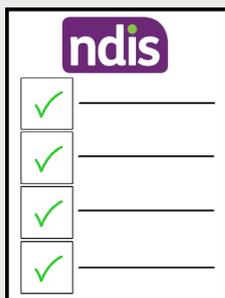


This book is about

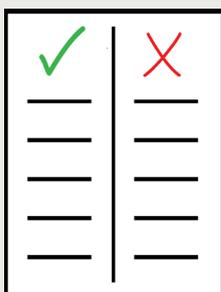
- the **National Disability Insurance Scheme** or NDIS

and

- the **Compliance and Enforcement Framework.**

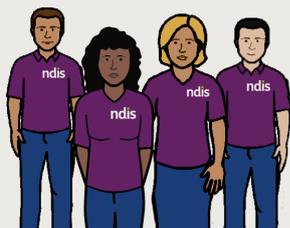


The NDIS helps people under 65 with a disability get the supports and services they need.



The Compliance and Enforcement Framework says what everyone must do to follow the NDIS rules.

Compliance means you follow laws and rules.



Enforcement means what we do to make sure you follow the laws and rules.

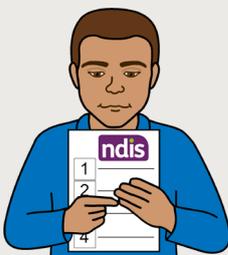
The groups that must follow the NDIS laws and rules are



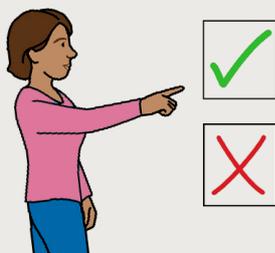
- the NDIA



- **providers**
 - providers give supports and services to people who have an NDIS plan



- **participants**
 - participants are people who have an NDIS plan



- **nominees**
 - nominees are people who can help make decisions for participants



- **partners**
 - partners are organisations who help the NDIA to deliver the NDIS to participants.

How to follow the laws and rules



We want to make it easy for everyone to follow the laws and rules of the NDIS.



We will help fix problems when people do **not** follow the laws and rules of the NDIS.



We will

- make sure participants are safe and get the supports they need



- look for **risks**
 - risks are things that could cause problems



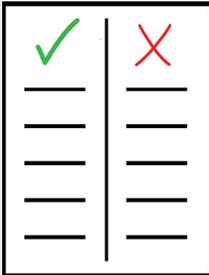
- make sure people who have **not** followed the laws and rules stop doing the wrong thing.

What we will do



We will do 3 things to make sure we control the compliance of NDIS rules.

1. Make sure there are policies and procedures



We will have **policies and procedures** to help people in the NDIS understand and follow the rules.

Policies and procedures are rules and ways we will make things happen.

2. Do work to stop problems



The **NDIA Scheme Integrity Branch** will

- find out if anyone has **not** followed the rules
- help people understand and follow the rules
- **stop** people from doing the wrong thing.

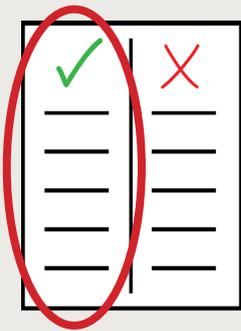


3. Use independent groups to make sure we do the right thing



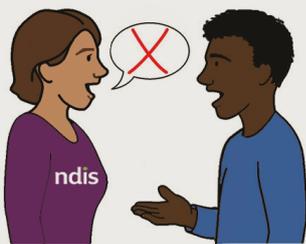
We will use groups outside the NDIA to

- look at what we do
- make sure we do the right thing for everyone who uses the NDIS.

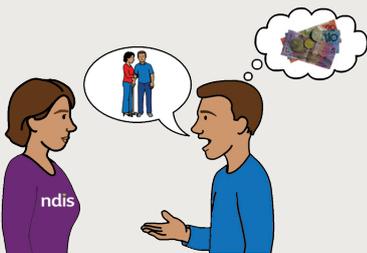


We will

- follow the rules
- find out if someone does **not** follow the rules
- tell someone if something is **not** right.



We also look for **fraud** in the NDIS.



Fraud means a crime to get money by using a trick or telling a lie.



We have a special group of staff who

- look for fraud that happens in the NDIS

and

- can punish someone who has done the fraud.



We work with other groups to make sure the NDIS laws and rules are followed.



We work with

- the police



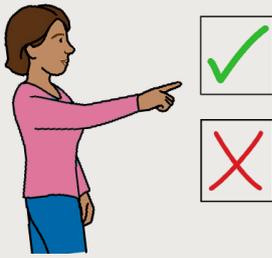
- other government agencies



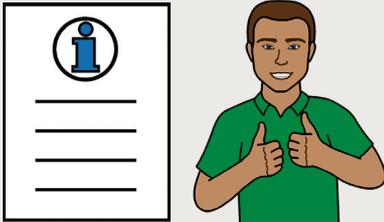
- the **NDIS Commission**

- the NDIS Commission is an independent agency that helps to make the quality and safety of NDIS supports and services better.

Ways to make compliance happen



We want everyone to follow the rules because they choose to.



We make sure there is a lot of information about the rules and how to follow the rules to make it easy to do the right thing.



Information can be found

- on the NDIS website



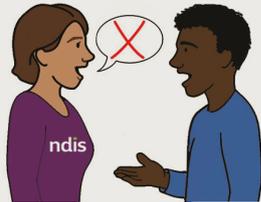
- in NDIS newsletters



- on social media pages.



Some people want to follow the rules but make a mistake and do the wrong thing.



If someone makes a mistake we

- tell them what they did wrong



- help them make changes to do the right thing.



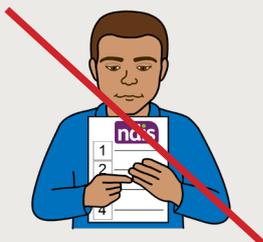
Some people do **not** want to follow the rules.



We talk to them about why they must follow the rules.



Some people decide **not** to follow the rules.



People who decide **not** to follow the rules may be stopped from being part of the NDIS.

How we know that someone has not followed the rules

We can find out if someone has **not** followed the rules in different ways.



We use technology to find out if plan money is **not** used in the right way.



People tell us about someone who has **not** followed the rules. This is called a tip-off.

To make a tip-off contact the Fraud Reporting team.

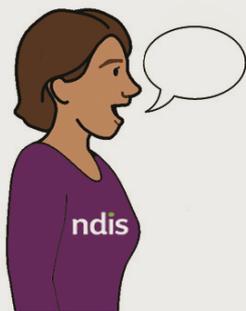


Call 1800 650 717



Email fraudreporting@ndis.gov.au

What we do if the rules have not been followed



We will tell participants if they have had fraud happen to them.



We will find out if the participant

- got the right services in their plan

- did **not** get any services



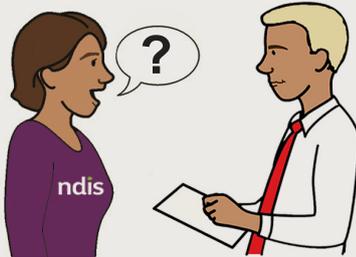
- has been treated the wrong way.



We will make sure the participant gets the right supports and money in their plan.



We will do a review of what happened when a provider or partner did **not** follow the rules.



We might ask the provider or partner to answer questions in the review.

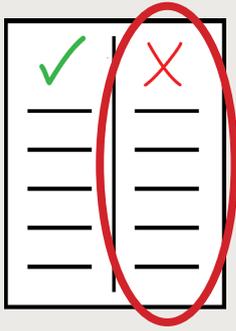


The provider or partner might need to give us information about their service.



If the problem is serious we can work with the police to find out what happened.

Penalties for someone who does not follow the rules

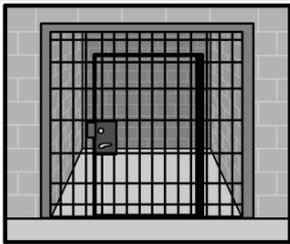


There are different **penalties** that can be given to someone who has **not** followed the rules.



Penalties are punishment for doing the wrong thing.

If the problem is serious and the police say a crime has happened there are **criminal penalties**.

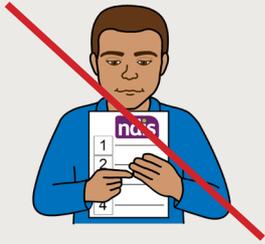


Criminal penalties might be jail or a fine.

If the problem is serious but a crime has **not** happened there are **civil penalties**.

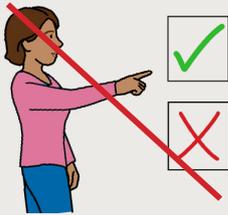


Civil penalties are when the courts tell someone to pay back money that is owed to someone else.



Other penalties that can be given are

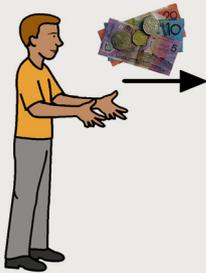
- to **stop** participant plans



- to **stop** a nominee from making decisions for an NDIS participant



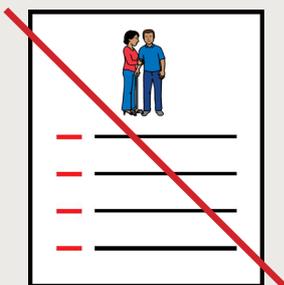
- to **stop** payments for services



- to ask for money to be paid back.



If a provider is giving services that are **not** good or **not** safe we will ask the NDIS Commission to review the provider's registration.



If the problem is serious the NDIS Commission can cancel the provider's registration.

How to report to us



You can call or email to tell us about

- people **not** following the rules

or

- fraud.



Call the Fraud Reporting team

1800 650 717

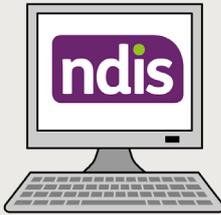


Email

fraudreporting@ndis.gov.au



More information



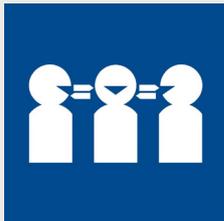
Go to our website

www.ndis.gov.au



Call 1800 800 110

Monday to Friday



If you need help with English

Contact the Telephone Interpreting Service.

131 450



If you need help to speak or listen

Contact us through the

National Relay Service or NRS.

Call the NRS Help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the National Disability Insurance Agency.

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