



What good support looks like for children in the NDIS

Easy Read version



**NDIS Quality
and Safeguards
Commission**

How to use this document

This document was written by:



- the National Disability Insurance Agency (NDIA)



NDIS Quality
and Safeguards
Commission

- the NDIS Quality and Safeguards Commission (NDIS Commission)



When you read the word 'we', it means the NDIA and the NDIS Commission.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [29](#).



You can ask for help to read this document.

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



This is an Easy Read summary
of another document.

It only includes the main ideas.



You can find the other document on the
NDIA website.

www.ndis.gov.au/understanding/families-and-carers/early-childhood-approach-children-younger-9/quality-support-children



You can also find the other document on the
NDIS Commission website.

[www.ndiscommission.gov.au/
rules-and-standards/quality-practice/
quality-supports-children](http://www.ndiscommission.gov.au/rules-and-standards/quality-practice/quality-supports-children)



This is a long document.



You don't need to read it all at once.

You can take your time.

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About this document



This document is about children who take part in the National Disability Insurance Scheme (NDIS).

It explains how **NDIS providers** should support children.



NDIS providers support people with disability by delivering a service.



In this document we explain:

- what NDIS providers should do
- what good support looks like.



We also explain what NDIS providers should not do.



This document has questions that you can ask when choosing a provider.

Respect your child's decisions



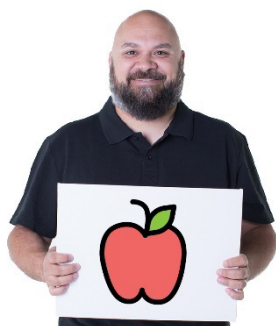
NDIS providers must listen to your child about:

- what they want
- the choices they make.

What good support looks like



NDIS providers will communicate with your child in ways that meet their needs.



For example, they might use pictures to communicate with your child.



NDIS providers will also offer your child a choice in what they want to do.

What NDIS providers should not do

NDIS providers should not:



- use words that are hard to understand



- make your child do things they do not want to do.

Respect your child's privacy



NDIS providers must respect your child's **privacy**.



Privacy means having control over:

- who sees your child's personal information
- who sees or touches your child's body.

What good support looks like



NDIS providers will support your child's privacy if they deliver **personal care support**.



Personal care support is help with daily tasks like:

- bathing
- dressing
- eating.



For example, they will ask if it is okay to touch or move your child.

What NDIS providers must not do



NDIS providers must not ask your child to keep something a secret.



They also must not share information about your child without you saying it is okay.

Deliver safe services



NDIS providers must deliver services that are safe.

What good support looks like



NDIS providers must check that their workers are allowed to work with children.

What NDIS providers must not do



NDIS providers must not do things that might harm your child.

For example, they must not hurt a child's body.



NDIS providers must not stop your child from getting the support they need.



NDIS providers must not deliver supports without **insurance**.



Insurance is a service your provider pays for.

It protects you if something goes wrong.

The insurance company might pay the costs when things go wrong.

Have the right skills



NDIS providers and their workers must have the right:

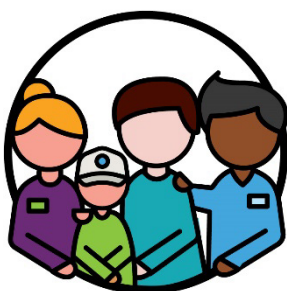
- skills
- training.

What good support looks like



NDIS providers will find out the best ways to support your child.

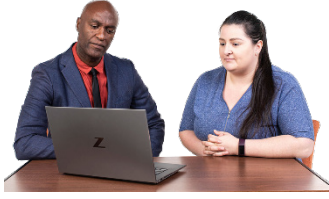
NDIS providers will:



- work together with you and the rest of your child's team



- get information from you and your child to help them provide good support.



When NDIS providers do not have the skills to meet your child's needs, they should help you find someone else.



NDIS providers will tell you and your child about:

- your **rights**
- your child's rights.



Rights are rules about how everyone must treat you:

- equally
- fairly
- with respect.



NDIS providers will explain how you can tell them if:

- something has gone wrong
- their support is not working well.

What NDIS providers must not do

NDIS providers must not:



- offer services they do not have the skills and training for



- lie about their skills and training.

Early childhood supports



NDIS providers deliver early childhood supports to help:

- children with disability under 9 years old
- their families.



Early childhood supports help children and their families build their skills.

What good support looks like

NDIS providers of early childhood supports will:



- support your child's rights



- help children develop their skills.



They will also support children so they can play and do activities.



NDIS providers will support you and your child in different places.

This includes:



- at home



- at childcare or school



- in the community.

What NDIS provider must not do



NDIS providers must not ask your child to do so much therapy that they do not have time for other activities.



For example, to play with friends or see family.

Specialist behaviour support



Specialist behaviour support aims to help your child live their best life.

It helps people to:

- understand your child's behaviour
- meet your child's needs
- keep your child and others safe.



Only specialist behaviour support providers can deliver this support.



They also must be **registered** with the NDIS Commission to do this.



When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.

You can learn more about specialist behaviour support on the NDIS Commission website.



www.ndiscommission.gov.au/rules-and-standards/behaviour-support-and-restrictive-practices/behaviour-support-resources#paragraph-id-9164

What good support looks like



Specialist behaviour support providers will learn why your child behaves a certain way.



They will find ways to meet your child's needs.



They will also try to stop or use less **restrictive practices** over time.



Restrictive practices are actions that stop people from:

- moving freely
- doing what they want.

What NDIS providers must not do



NDIS providers must not use restrictive practices if they are not registered.



They must not:

- punish your child
- yell at your child.

Be honest about their services



NDIS providers should:

- be honest about their services and their cost
- do the right thing.



This means NDIS providers should not lie.

What good support looks like



NDIS providers will give you information in a way that is easy to understand.



NDIS providers will give you a copy of their reports about your child.



You can choose who you share these reports with.
For example, with your child's school.

What NDIS providers must not do



NDIS providers must not make you pay more than other people because your child takes part in the NDIS.



NDIS providers must not try to control your decisions.

For example, they must not make you worry about missing out on support.

Questions you can ask NDIS providers



We wrote some examples of questions you can ask NDIS providers.



How will you communicate with me and my child?



How can I share my thoughts or worries?



How will you learn about what I want my child to improve?

How will you let me know how my child is going with their goals?



Can you work in places where my child spends most of their time?

For example, at home or a carer's house.



How will you support my child to take part in activities?

How will you support my child if they do not want to take part in an activity?



Are you registered to deliver the support my child needs?



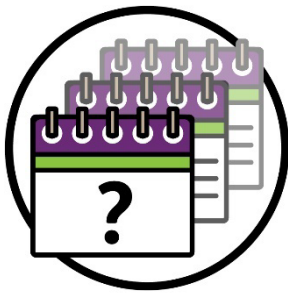
How do you check that your workers are allowed to work with children?



What training and experience do you have to meet my child's needs?



How much do your services cost?



How long do you think we will need your services?

Contact us



For more information about this document,
please contact us.

How to contact the NDIA



You can visit the NDIS website.

www.ndis.gov.au



You can call the NDIA.

1800 800 110

How to contact the NDIS Commission



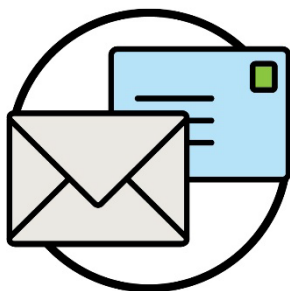
You can go to the NDIS Commission website.

www.ndiscommission.gov.au



You can call the NDIS Commission.

1800 035 544



You can write to the NDIS Commission.

NDIS Quality and Safeguards Commission

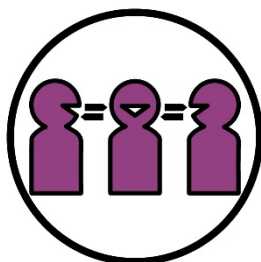
PO Box 210

Penrith

NSW 2751

Support to talk to us

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



Translating and Interpreting Service (TIS National)

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.accesshub.gov.au/about-the-nrs

Word list

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



Insurance

Insurance is a service your provider pays for.

It protects you if something goes wrong.

The insurance company might pay the costs when things go wrong.



NDIS providers

NDIS providers support people with disability by delivering a service.



Personal care support

Personal care support is help with daily tasks like:

- bathing
- dressing
- eating.



Privacy

Privacy means having control over:

- who sees your child's personal information
- who sees or touches your child's body.



Registered

When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving freely
- doing what they want.

Rights



Rights are rules about how everyone must treat you:

- equally
- fairly
- with respect.

Specialist behaviour support



Specialist behaviour support aims to help your child live their best life.

It helps people to:

- understand your child's behaviour
- meet your child's needs
- keep your child and others safe.



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