



NDIS Quality  
and Safeguards  
Commission

# Productivity Commission Submission

September 2025



**Easy Read**

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## About this information



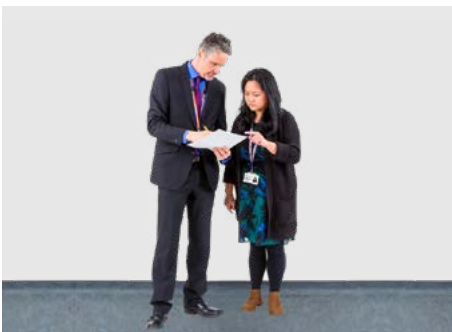
NDIS Quality  
and Safeguards  
Commission

The **NDIS Quality and Safeguards Commission** wrote this information.

We will say **NDIS commission** for short.



We make sure NDIS services are safe and good.



This information is about what the NDIS commission told the **productivity commission**.



Australian Government

The **productivity commission** give ideas to the Australian Government.



They are now looking into ideas to make different services work better together.

This is called an **inquiry**.



These are services like

- NDIS Commission

- Aged care services

- Childrens services

- **Veteran services.**



**Veteran services** are services for people who have been to war.



Anyone can tell the productivity commission what they think of the ideas.



This is called a **submission**.

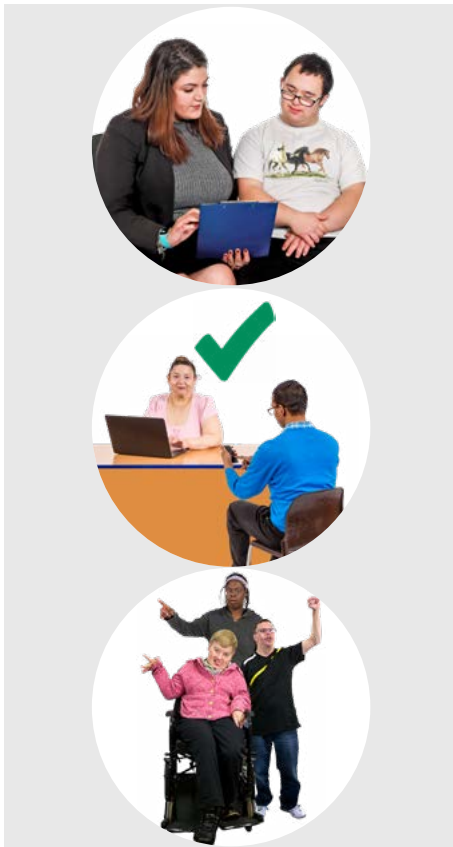


This information is what the NDIS commission said in our submission.

# Rules that work together



The productivity commission has ideas for how the same rules can work well for different types of services.



The rules would make sure

- People using the service stay safe
- The services do the right thing
- People get their rights.



We think people with disability should be part of making the new rules.



We think some rules can be the same and some should be different.



We think some rules can work together if they follow the same goals.



Some rules should be different because everyone has different types of needs.



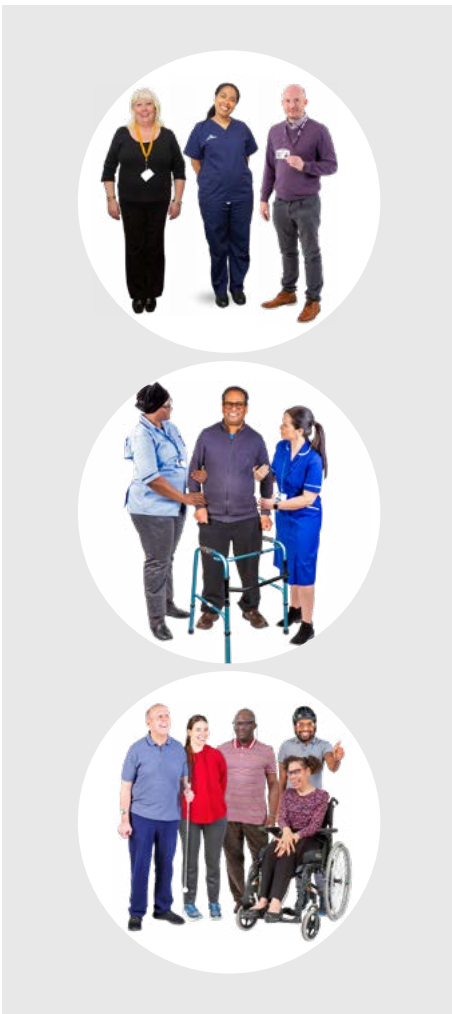
All **NDIS providers** should have to follow the same rules.



**NDIS providers** are services or people who give NDIS supports.



The people who work at NDIS providers are called **NDIS workers**.



The productivity commission needs to check what will happen after they change the rules to

- NDIS providers

- NDIS workers

- **NDIS participants.**



**NDIS participants** are people who get different types of support from the NDIS.

# Rights



We think rights should be the most important thing the productivity commission thinks about.



It is hard for us to know now if NDIS participants are getting their rights.



This is because the rules now do not treat all NDIS providers and workers the same.



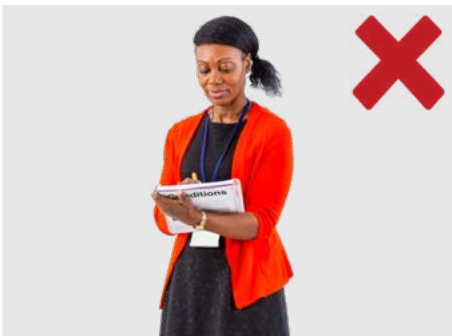
Some NDIS providers have to show the NDIS Commission they can follow the rules.

They are called **registered providers**.



Some NDIS workers need a check to help us know if they follow the rules.

This is called an **NDIS worker screening check**.



But most NDIS providers and workers have not been checked.



This means we do not know if people are getting their rights.



The productivity commission found there are

- Workers who have jobs in different services
- Providers who do more than 1 type of service.



We think it would be good to have 1 set of rules about rights for all the different services.



It might make it easier to check that the workers and providers follow these rules.

To make 1 set of rules for services things would need to change like



- The law about how to make sure people follow the rules



- Making things clear to workers what they must follow

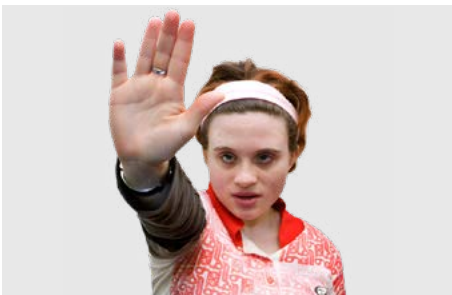


- Having a way to check on workers when they have different job.

# Checking who can be an NDIS provider and worker



There are things we do now to check who is safe to be an NDIS provider.



But we think we could have better ways to stop bad people from being an NDIS provider.



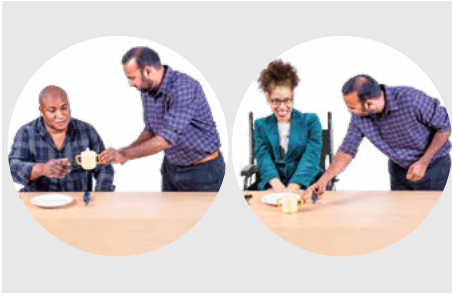
We could use computers to share information about providers and workers.



The productivity commission says there could be 1 way to check new providers for different services.



We agree with this idea.



This will help make the checks easier for people working in more than 1 place.



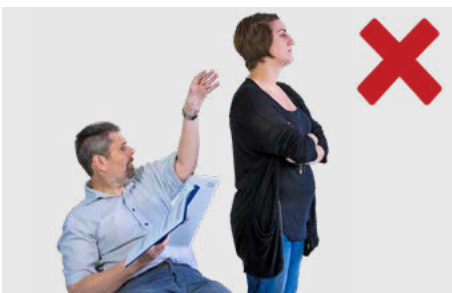
It will also help keep people safe.



The productivity commission wants more on the list of things we check for all workers.



We agree that this will help us check more workers than we do now.



It will help have better ways to stop people who are not safe become NDIS workers.

# Helping workers and services do a good job



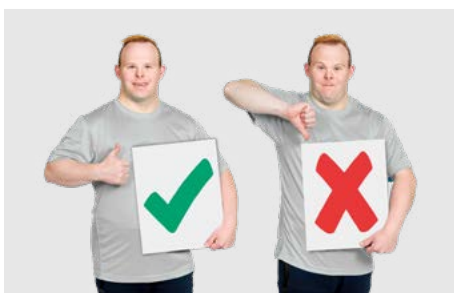
The productivity commission has ideas on how to check workers and services follow the rules for jobs.



They say the rules for giving services should be the same in all places.



We think this will help make sure everyone knows what the rules are.



We think some rules should be the same and some should still be different.

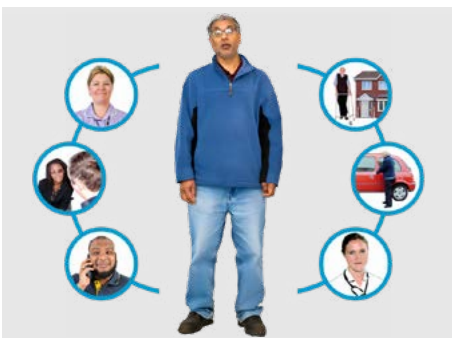


We think it should start with the most important rule first.



These are rules like

- Give people their rights
- Keep people safe
- Make sure it is easy for people to speak up.



We think the rules should be able to change for different people and services.



This will make sure the rules work best for what different people need.



We think all workers who give NDIS services should be registered workers.



Some workers are registered with the **National Registration and Accreditation scheme**.

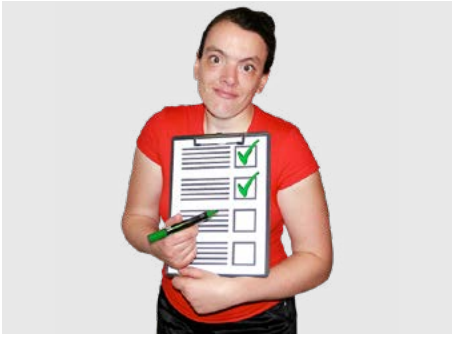
We will say **NRAS** for short.



The NRAS makes sure health workers are safe and have the right training to do their job.



They want those workers to be able to work in more places without doing more checks.



We agree there should still be a way to keep checking them after they start as an NDIS worker.



We also think it is important for workers in disability services to have the right training.

# When systems work together it is better for everyone



The productivity commission says we can work better together to follow the rules.



We agree with this idea.



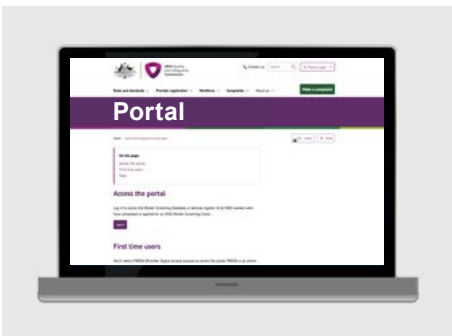
Right now the government does lots of different checks in many areas.



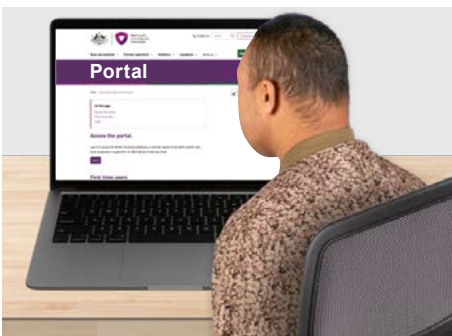
It might save time if they use more checks that are the same.



It is important to look at how much money the government could save by doing it this way.



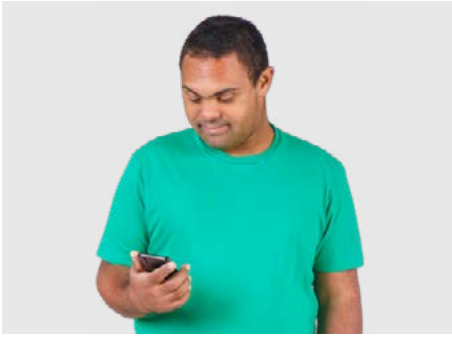
The productivity commission has an idea to have 1 **portal** for everything.



A **portal** is a website or app for workers and services.



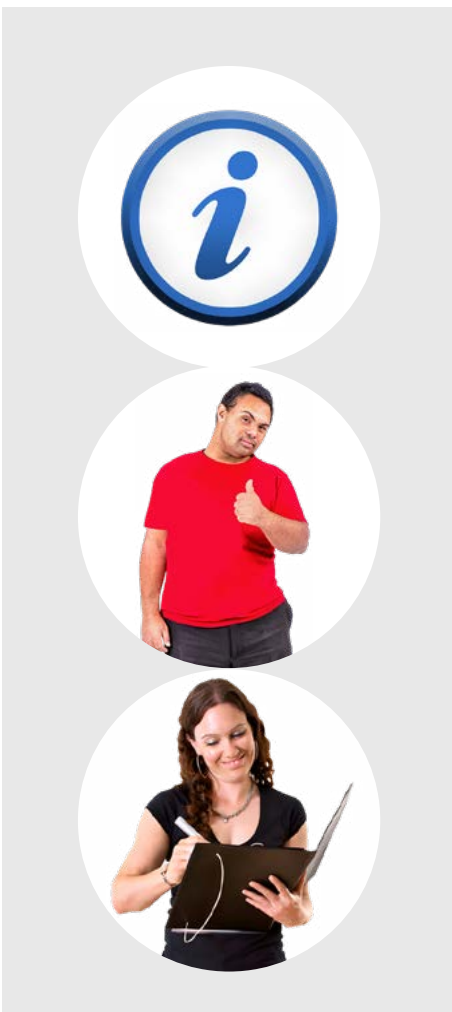
It helps them see and use important information all in 1 place.



Right now there are different portals for different services.



We think it is a good idea to have 1 portal for everything.



It will help make it easier to

- Find information
- Keep people safe
- Do our work.

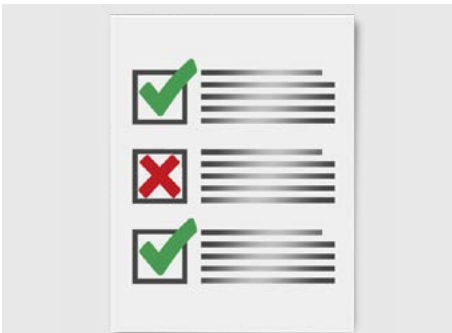
## Other issues we want them to look at



There are other issues we want the productivity commission to look at.



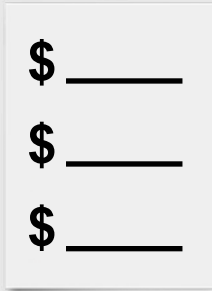
We want them to make sure people with disability take part in decisions about the rules.



We want the productivity commission to agree that the NDIS needs important changes.



We also want them to agree that working better together should help things get fixed faster.



We want them to look at how the government works out what services cost.



We want them to look at how different services work together to pay for someones supports.



When the new rules are made we want them to think about other changes happening in

- The NDIS



- Aged Care

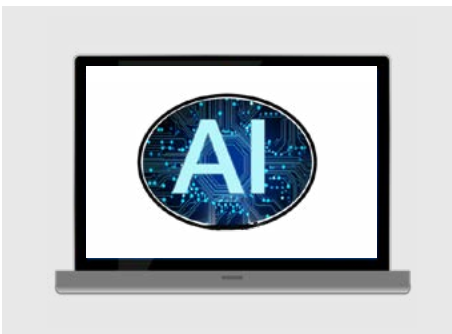


- Veterans affairs.



We want it to be easier for workers who might find it hard to get checks done like

- First Nations people
- People who live in places far away from the city.



We want them to look at how **Artificial Intelligence** should be used in the NDIS.

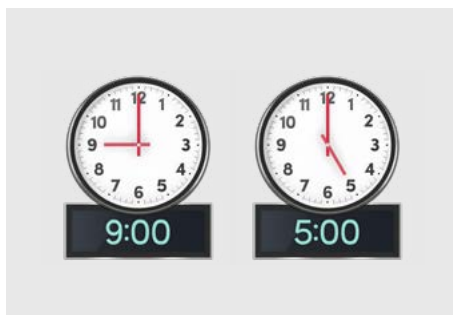


**Artificial Intelligence** is when computers do jobs to help people like sharing information.

## Contact us



You can contact us if you have any questions about this report.



You can call us Monday to Friday from 9am to 5pm.



You can call us on **1800 035 544**.

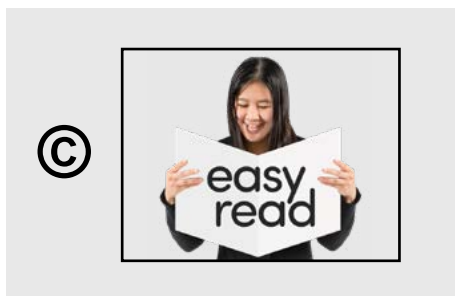


You can also send us an email to **[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**

# Who did this Easy Read



CID made this information for the  
**NDIS commission.**



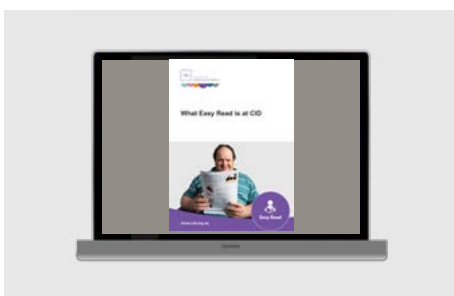
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