

What information are registered providers required to provide to all participants?

This fact sheet identifies a checklist of information the NDIS Quality and Safeguards Commission has determined registered providers must give to all participants. It also includes some useful resources to support providers to meet their obligations.

In considering how to maximise a participant's understanding of the information as a consumer, it is important to:

- determine when and how you will provide information to participants,
- have a strategy about seeking information as to the required communication supports of each participant, then determine the best format to provide the information in, and
- provide an opportunity for the participant to ask questions about any of the information provided. This could include using the support of an advocate

Providers are required to ensure you can demonstrate you provide each participant with information that reflects the requirements of both the conditions of registration and the NDIS Practice Standards (CORE Module) regarding the following:

- How you facilitate participants to contribute to the development of organisational policy and processes and service planning. At a minimum, this should include those organisational

policies and processes that focus on providing supports and for protecting participant rights

- Informing participants that the organisation is a registered NDIS provider
- Making the NDIS Code of Conduct available to participants and stating that all staff are required to meet the Code of Conduct. Specify what participants can expect of workers in relation to the Code of Conduct
- Information about what is included in the worker screening check and assuring participants that worker screening is conducted for all staff in accordance with the requirements of the Worker Screening Rules
- Confirming that mandatory worker orientation is in place for all staff
- Your processes for participants to give feedback or make a complaint and how people with concerns can contact the NDIS Commission to make a complaint
- The supports you will provide and the circumstances in which supports can be withdrawn
- The way you will treat participants' personal information, including what will be collected and why; how this information will be stored and used; how each participant can access or correct information held about them; as well as your commitment to treating that

- information confidentially
- That consent is sought to collect, use and retain participant's information and to disclose their information
 - The circumstances in which you are obliged to share information with the NDIS Commission, such as those involving reportable incidents (possibly via your service agreement)
 - Support to understand the service agreement and terms and conditions of service delivery
 - Access to an advocate in the following specific circumstances is facilitated:
 - making informed choices
 - where there are allegations of violence, abuse, neglect, exploitation or discrimination
 - giving feedback or making a complaint to a provider
 - where a participant is affected by a reportable incident
 - making a complaint to the Commission
 - Information about your incident management, including how incidents involving the participant will be managed

In relation to the provision of behaviour supports:

- Stating a commitment to reducing and eliminating the use of restrictive practices
- If a participant has a behaviour support plan, ensure that a statement of intent to use a restrictive practice is given to the person and their supports in an accessible format
- Determine the participant's capacity to consent to the use of a restrictive practice
- If the participant does not have capacity,

determine who can authorise the use of the practice

- Help your staff, NDIS participants, their families, and other decision-makers to understand the NDIS Commission's behaviour support function

Resources to Assist:

NDIS Commission Participant Welcome Pack

The information provided in this pack gives participants information about their rights, the role of the NDIS Commission, choosing quality and safe supports, and how to make a complaint. It is available in Standard format, Easy Read format and Auslan via the links below, with Braille versions available through the online order form.

www.ndiscommission.gov.au/sites/default/files/documents/2019-06/participant_informationpack-fullversion.pdf

Information on creating Easy Read information

www.photosymbols.com/pages/easy-read

Making a Complaint

NDIS Commission information for participants on making a complaint, if they are not happy about the quality of safety of their services-Easy Read version

www.ndiscommission.gov.au/node/1671