



# Information Sheet: Safeguarding



**Easy Read Version**

**March 2023**

## About this information sheet



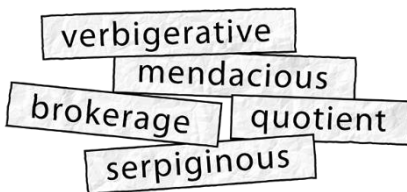
The WA Department of Communities wrote this information sheet.

When you see the word 'we' it means the Department of Communities.



We wrote this paper in an easy to read way.

We use pictures to help explain some ideas.



Hard words are in **bold**.

We explain what these words mean.



This is an Easy Read version of our original Information Sheet on Safeguarding



You can find the original Information Sheet on our website:

[www.communities.wa.gov.au/disability-legislation-reform](http://www.communities.wa.gov.au/disability-legislation-reform)



You can ask a family member, or a friend, or support person to help you read this.

## What is in this information sheet?



This information sheet is part of our **consultation** on a new law to replace the *WA Disability Services Act 1993*.

A **consultation** is when someone asks you what you think about important ideas.

This consultation is about new WA disability legislation to replace the *WA Disability Services Act 1993* or the *DS Act* for short.



This is the WA law about how WA services and supports for people with disability should be run.



This information sheet is about **safeguarding**.

A safeguard is a way of keeping people safe when they use services.

Safeguards help stop people from being hurt, treated badly, or taken advantage of.



Safeguards can help protect your rights.  
No-one is allowed to hurt you.

Some important safeguards are:

- Rules for service providers.
- Being able to complain about service providers.
- Service providers making sure they check that their workers won't hurt people with disability.

This information sheet explains more about these safeguards and how they work in WA.

## NDIS rules for service providers



NDIS Quality  
and Safeguards  
Commission

The Commonwealth Government has set up the **NDIS Quality & Safeguards Commission (NDIS Commission for short)**.

The NDIS Commission's job is to make sure people with disability get safe, good quality services and supports from **service providers**.

Service providers are people and organisations that provide disability services to people with disability.

Service providers help people in lots of ways.

This could be things like helping you do things at home, or to do your shopping, or to play sport, or to have a job.





People need different kinds of support. Your NDIS plan says what kinds of support you get from service providers.

The NDIS Commission has made rules for disability service providers to safeguard people with disability. The rules are the same across Australia.



Some service providers are **registered**. Some are **unregistered**.

The NDIS Commission has approved registered providers because they showed that they give safe, quality services.



The NDIS Commission has also made the **NDIS Practice Standards** (Standards for short). The Standards are rules that all registered providers have to follow.

The NDIS Commission checks registered providers to make sure they are following the Standards.

This is a safeguard so that people with disability always get good quality and safe services and supports.



Unregistered providers don't have to show they give safe, quality services. But they do have to follow the **NDIS Code of Conduct**.

The NDIS Code of Conduct tells all providers what is ok to do and what they must not do. It helps them to provide good services that keep everyone safe.



Another safeguard for people with disability is being able to complain about service providers.

People can make complaints to the NDIS Commission about registered NDIS service providers.

Here are some links to more information about the NDIS Commission:



- <https://www.ndiscommission.gov.au/resources/fact-sheets-and-guides/fact-sheets-and-process-guides>
- <https://www.ndiscommission.gov.au;> <https://www.wa.gov.au/organisation/departments-of-communities/ndis-check-screening-process-and-outcomes>
- <https://www.ndiscommission.gov.au/about/who-we-are>



You can contact them by email:

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Or you can phone them: 1800 035 544

## Making complaints about service providers in WA



**Health and Disability Services Complaints Office** (HaDSCO for short) is a WA organisation that helps people with complaints about health, mental health, and disability services in WA.



HaDSCO can help with complaints about services funded by NDIS that happened before 1 December 2020.

The NDIS Commission deals with complaints after that date.



HaDSCO can still take complaints about services that are not funded by NDIS.

Their service is **impartial**, which means they are fair, and they don't take sides in complaints.

HaDSCO also helps with information and training about how to sort out problems and complaints.

You can find more information about HaDSCO on their website:



- <https://www.hadsco.wa.gov.au/> or
- <https://www.hadsco.wa.gov.au/Complaints/Disability-Services>



You can contact them by email:

[mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

Or you can phone them: 1800 813 583

## NDIS Worker Screening Check



NDIS workers who work with people with disability have to do an NDIS Worker Screening Check (we call it Check for short).

The Check is a safeguard. Employers have to make sure their workers and people who apply for jobs do the Check.

The Check looks to see if a person has broken the law in the past.

If a person has committed any crimes, the Check will find out.

If a person has committed a serious crime such as hurting other people, they won't pass the Check.

They won't be able to get a work with people with disability because they might hurt them.







The NDIS Commission works with State and Territory governments to make sure that worker screening checks are the same across Australia.



The WA NDIS Worker Screening Unit does the Checks in WA. They are in the Department of Communities.

They look at whether a person has broken the law. They decide if the person can pass the Check to work with people with disability. They tell the person if they have passed the Check.



You can find more information about the NDIS Worker Screening Check on these websites:

- <https://www.ndiscommission.gov.au/workers/worker-screening/ndis-worker-screening-check>;
- <https://www.wa.gov.au/organisation/departme-nt-of-communities/ndis-worker-screening-check>; and/or
- <https://www.wa.gov.au/organisation/departme-nt-of-communities/ndis-check-screening-process-and-outcomes>



You can contact the WA NDIS Worker Screening Unit by email:

[NDISCheck@communities.wa.gov.au](mailto:NDISCheck@communities.wa.gov.au)

You can phone them on: 1800 225 588

## Working with Children Check



Most people who work with children have to have a Working with Children Check (we call it WWC Check for short).

This can include people like teachers, childcare workers, health workers, sport coaches, disability workers and more.

Volunteers and students who work with children may also need to have a WWC Check.

The WWC Check looks to see if a person has broken any laws or done anything else that shows they might hurt a child.

If a person passes the WWC Check, they get a WWC Card. If they don't pass, they won't be allowed to work with children.



You can find more information about the Working with Children Check on these websites:

- <https://workingwithchildren.wa.gov.au>

You can contact them by email:

[checkquery@communities.wa.gov.au](mailto:checkquery@communities.wa.gov.au)

Or you can phone them: 1800 883 979



## Further information



Would like more information about safeguards for people with disability?

You can email the Reform Project Team at:  
[disabilitylegislationteam@communities.wa.gov.au](mailto:disabilitylegislationteam@communities.wa.gov.au)

This information sheet was last updated on 7 April 2023.