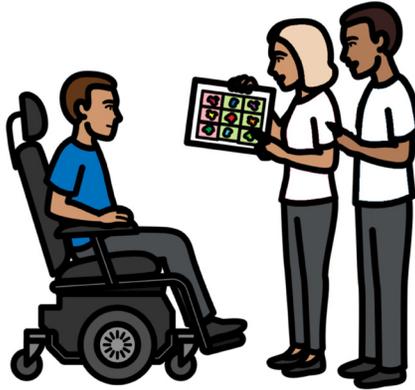


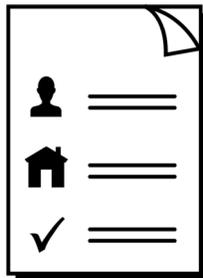


Working together to deliver the NDIS



Disability support workers

NDIS Review fact sheet



Easy Read

About this fact sheet



This fact sheet is written by the NDIS Review.

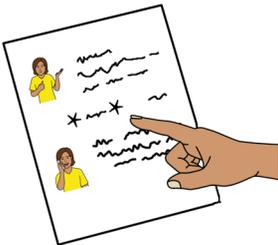


You can read more about this topic on our website.

Visit [ndisreview.gov.au](https://www.ndisreview.gov.au)



This fact sheet is written in a way that is easy to understand.



We add a star before and after ***hard words***. Then we explain what the words mean.



You can ask someone to help you read and understand this fact sheet.



Contact information is at the end of this fact sheet.

The NDIS Review



Our review started in October 2022.



We talked to lots of people.



We heard about problems with the NDIS and what needs to change.

What we learnt about *disability support workers*



Disability support workers help people to do everyday activities and learn new things.



We need new ways to find, train and keep disability support workers.



The NDIS will only work well when there are lots of support workers with good skills.

What are the problems?



Many people with disability told us they find it hard to find and keep good support workers.



Many support workers told us

- they feel tired



- they do not get good training



- they cannot have a career in disability



- they might not keep working in disability.

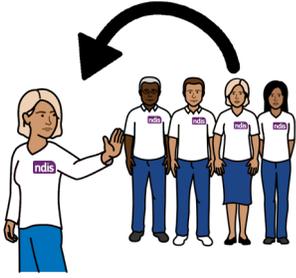


Support workers also told us

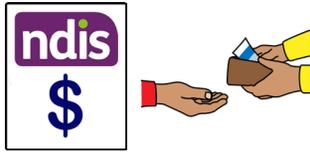
- there is not enough information about how to give good support



- they are not rewarded when they do a good job.



Each year about 1 out of 4 support workers leave their job.



We also heard that pricing and payments are not working well.



It is hard for service providers to meet the needs of people with high support needs.

For example

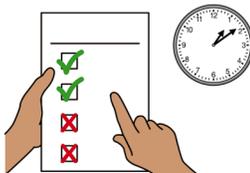
- staff need more training



- staff need more ***supervision***.



Supervision means someone with good skills shows someone else how to do things.



Worker checks are slow and hard to access.



First Nations people need more support workers in their local communities.

What needs to happen?

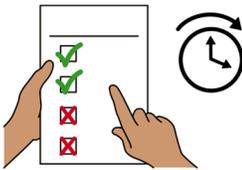


We want people with disability to find good supports that meet their needs.



We think

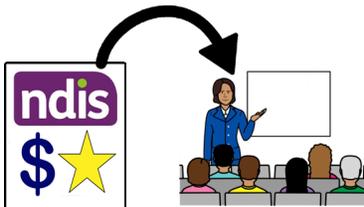
- training and leave should go across different care and support jobs



- worker screening programs should be faster and easier to access



- support workers should have online training when they start



- there should be new pricing and payments so providers can put money into staff training



- the NDIS should work with First Nations people to build a good workforce in their communities.

How will the changes help?



People with disability will have

- quality services



- less risk of harm

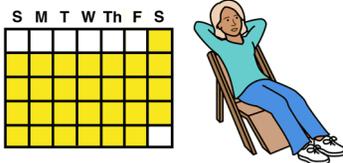


- more supports and services.



Disability support workers will have

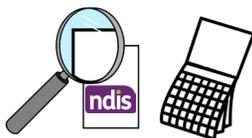
- better training



- more leave



- careers in care and support.



We think these ideas should be tested and changes should be made slowly.



More information



For more information about the NDIS Review

Visit [ndisreview.gov.au](https://www.ndisreview.gov.au)



Australian Government
Department of Social Services

You can contact the Department of Social Services about next steps.



Call 1300 653 227

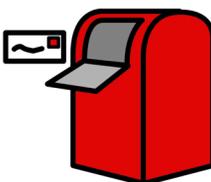


Email enquiries@dss.gov.au

Visit



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Greenway ACT 2900



Send a letter

Department of Social Services
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Canberra ACT 2601



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Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of Country across this nation on whose lands we all work, play and live. We acknowledge their ongoing connection to land, waters and community. We pay our respect to Elders past, present and emerging.

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