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Feedback to NDIS Quality and Safeguards Website Development

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FEEDBACK on the NDIS Quality and Safeguards Framework Website

Easy read and simplified language - It is essential that the NDIS Quality and Safeguards use easy read and simplified language across the website for CALD PWD. For example, there is too much text/information on the webpages.

When navigating to 'how to make a complaint about a provider' a full page of text is provided. However, for a CALD PWD this is not only an ineffective way to receive information but an additional barrier to obtaining the information needed to ensure your human rights are upheld.

In addition, to simplify the content on each page, it is essential the drop-down menu are simple and easy to navigate. The proposed dropdown menus are ambiguous and overloaded, current drop-down menus are even more so. A branching drop-down list would suit the needs of CALD PWD such as 'Find a support: Provider, Advocate, Complaints.

The use of relevant images – Images assist with CALD PWD to understand complex information. The current website lacks images such as pictures or symbols.

Videos explaining the purpose of NDIS Q&S, Behaviour support and Complaint's process must be short, clear and using easy English. The videos must have subtitles. Any topic headings or text must be stated verbally. The current videos on website use complex language and explanations.

For example, for complaint's video to be effective for CALD PWD the videos must be easy to understand/plain English videos which outline the whole process of making a complaint. This can be seen on other government websites such as the AAT, it has concise videos which outline every step of the process in easy and simple language.

Increase languages available - The resources 'In my your language' does not have any of the emerging community languages. The place holder on the website indicates that other languages will be available in coming months. There is no timeframe or list of languages that will be added. For CALD PWD this effectively means if your language is not listed, you are not able to make a complaint about a provider. The offer of an interpreter when needed is not sufficient to overcome this barrier to access.

Quick links – Must have a focused on PWD and CALD people. It should have links in there that relate to people with disability directly about their rights under the commission. The current 'quicklinks' is too provider focused and not enough PWD focus.

Complaints form – The amount of characters in the online form 1000, equates to a roughly a paragraph. This is limiting as often complaints about a service provider are about issues over a long period of time are complex or nuanced. Complaints are submitted on behalf of a consumer, often pertinent parts of the complaint are not addressed as there is not enough room to include it in the online form. In addition, by not allowing more room for a CALD PWD to note all the issues, complaints have been misdirected to another complaints handling body.

In relation to the specific questions in the survey relating to participants:

Task 3 of 9

As a participant, I want to check the list of providers for investigations and compliance and enforcement actions.

- For CALD PWD, looking for a provider, it is possible they would select 'For Providers' rather than for participants.
- The use of the word participant is NDIS specific terminology and not used to identify PWD across a broader context. The use of this language is yet another barrier to CALD PWD accessing information.
- In this instance, essentially a CALD PWD is looking for a service provider that provides high quality service that will uphold their human rights. The NDIS Q&S website needs to make finding this information clear and intuitive.
- If the CALD PWD has experience navigating the NDIS they may select 'Check provider registration status' but again not clear for those with less experience navigating NDIS

Task 4 of 9

As a participant, I need to find a registered provider.

- Again, the ambiguity of the options of 'For participants', 'For providers', 'For workers'. CALD PWD with limited language or experience could select either of these options.
- After searching and not finding the information they need, a PWD would stop searching. The aim of this redesign of the website should be to reduce barriers to finding information for PWD.

Task 5 of 9

As a participant, I need information about unregistered providers

- The use of 'Unregistered' is jargon and could be an unnecessarily complicated concept for A CALD PWD.
- Unless a CALD PWD is well versed in the NDIS the difference between a registered or unregistered providers is not easily understood. Terms familiar to CALD PWD to describe the way their NDIS plan is managed would be more suitable, rather than introducing new terms like registered and unregistered providers.

Task 6 of 9

As a participant, I want to make a complaint about a provider.

- Currently the website's explanation on how to make a complaint in written language, there are no images to support this information and the only video does not explain the complaints process in a way that is easily understood by CALD PWD.
- The current website requires you to take in the written information and then scroll to the bottom of the form before finding the information on how to make a complaint.