



Resources to assist NDIS participants to understand their rights, make complaints and raise issues with a supported accommodation provider

Desktop scan report

1 February 2024

The Summer Foundation is a not-for-profit organisation, established in 2006, that aims to change human service policy and practice related to young people in nursing homes. Our mission is to create, lead and demonstrate long-term sustainable changes that stop young people from being forced to live in nursing homes because there is nowhere else for them.

PREPARED BY:

Summer Foundation Ltd, ABN 90 117 719 516
PO Box 108, Box Hill 3128, Vic Australia

Telephone: +613 9894 7006

Fax: +613 8456 6325

info@summerfoundation.org.au

www.summerfoundation.org.au

© 2024 by the Summer Foundation Ltd. A copy of this report is made available under a Creative Commons Attribution 4.0 Licence (international)

CITATION GUIDE

Dearn, E.,¹ D'Cruz, K.,^{1,2} Winkler, D.,^{1,2} Douglas, J.^{1,2} (2024) Melbourne, Australia: Summer Foundation.

¹ Summer Foundation Limited. Melbourne, Australia

² Living with Disability Research Centre, School of Allied Health, Human Services & Sport, La Trobe University

ACKNOWLEDGEMENTS

This report was made possible by a grant from the NDIS Quality and Safeguards Commission (Grant Opportunity GO6050).

DISCLAIMERS

The Summer Foundation has contributed information towards this report and believes it to be accurate and reliable. Neither the Summer Foundation nor any contributors make any warranty, expressed or implied, regarding any information, including warranties to accuracy, validity or completeness of information. This guide is for educational purposes and the Summer Foundation cannot be held responsible for any actions taken on the basis of information outlined in this guide.

Preface

Summer Foundation is undertaking a project with funding from the NDIS Quality and Safeguards Commission (NDIS Safeguards Commission). The goal of the project is to develop tools and resources to assist NDIS participants living in supported accommodation to understand their rights, and to be able to raise concerns when problems occur with their supports and services.

The project will undertake a co-design approach to developing and delivering tools and resources with people with disability. The resources will enable people living in supported accommodation to exercise choice and control to shape supports, inform what quality supports look like, and to act when services and supports do not meet their expectations or uphold their rights.

This document outlines the results from a desktop scan, the purpose of which was to identify and review existing high quality local and international resources that could be modified for the local context or that would serve as an example for providing clear information in a range of accessible formats.

Definitions

Key terms in this report are defined as follows:

Supported accommodation	An umbrella term capturing accommodation types including SDA, SIL and group homes providing shared onsite or concierge support.
Specialist Disability Accommodation (SDA)	Accommodation funded under the NDIS for participants with specific design needs relating to their disability. Some SDA models have overnight or 24/7 onsite support that is shared between residents.
Supported Independent Living (SIL)	Support funded under the NDIS for participants living in supported housing who need support for either all or most of the time.
Group homes	A type of supported accommodation shared by up to 6 people with disability, a congregate care model where residents share support staff.

Introduction

Background and context

People with disability living in supported accommodation, particularly group home environments, experience an increased exposure to violence, abuse, neglect, and exploitation (Australian Government, 2023, 2019; NDIS Quality and Safeguards Commission, 2023). The NDIS Quality and Safeguards Commission's Own Motion Inquiry into supported accommodation examined 7,000 reportable incidents and complaints in group homes, identifying cases of serious injury, abuse, neglect, unlawful physical contact, sexual misconduct, and unauthorised restrictive practices (2023). Detailed case studies undertaken by the Royal Commission into violence, abuse, neglect and exploitation (the Disability Royal Commission) illustrate that violence in these settings is widespread and systemic (Australian Government, 2023).

Factors contributing to the violence and abuse of people with disability include the power imbalance between residents and staff, the capacity of residents to speak out, poor culture, rigid structures and routines which do not meet individual needs (Meltzer et al., 2017; Bigby, 2022; McVilly et al., 2022). The violence experienced by residents living in supported accommodation settings is compounded by a lack of safety strategies for residents and poor response to incidents when they do occur (Australian Government, 2019). A lack of accountability for responding to complaints when they are raised, a lack of transparency and effectiveness of complaints processes and a culture that protects staff and normalises violence are further enablers of violence, abuse and neglect (Australian Government, 2020).

Key protective factors to prevent and respond to violence, abuse and neglect include:

- Enabling residents to have choice and control over their living environment and supports, including choosing staff and co-residents (McVilly *et al.*, 2022)
- Systems of monitoring, reporting, and responding (NDIS Quality and Safeguards Commission, 2023)
- Workforce quality, staff training and education (Robinson and Chenoweth, 2011)
- Rights-based person-centred practice (Bigby, 2022)
- Support for self-advocacy and knowledge of rights (Meltzer *et al.*, 2017)
- Personal safety strategies for residents (Robinson, 2014)
- Ensuring residents can voice concerns that arise (Meltzer et al., 2017; Robinson, 2014)

Methods

Topic focus

The topic areas and questions providing the scope of the scan were informed by the funding proposal and the protective factors outlined in the introduction (Figure 1).



Figure 1. Topic areas and questions

Target population and setting

The resources developed in this project will target people living in a range of disability specific housing from larger group homes through to single occupancy dwellings with shared onsite support. Some NDIS participants living in old or new dwellings receive SDA and SIL funding, others only receive SIL funding and live in housing that is owned or managed by their support provider. Residents in supported accommodation experience a diverse range of disabilities and complex needs, sometimes with associated cognitive disabilities. The goal is for the resources to be as accessible as possible, so that people with different strengths and abilities can understand and act on the information, rather than the resources being directed at a specific population.

Further resources will be targeted to providers and supporters of participants. Supporters include family members, close others, advocates and support coordinators.

Methodology

The desktop scan followed a grey literature search methodology adapted from Godin et al. (2015) and included 4 components: 1. Google scholar search; 2. Google search; 3. targeted websites and, 4. consultation with experts.

Search Terms

Search terms related to the population (disability, mental health, including consumer, carer, supporter, family), the area of interest (rights, choosing supports, managing supports, staying safe, speaking up, complaints, getting help, choice and control), the policy context (personalisation, self-directed supports, NDIS), and the accommodation context (supported accommodation, SIL, SDA, group homes).

Inclusion criteria

The desktop scan was not limited to resource types, and included articles, papers, reports, policy documents, video/YouTube, websites, booklets, posters, blogs, infographics, workbooks, webinars, podcasts, handbook/manual/guides, templates, cards, PDFs, postcards, training courses, and multiple formats.

The scan was limited to the year 2010 to now.

Exclusion criteria

Resources relating to children with disability were excluded.

Procedure

Google scholar search

A Google scholar search was undertaken using terms described above, seeking peer reviewed and grey literature. Forwards and backwards searches elicited 26 papers, both peer reviewed and grey literature reports. Relevant papers and reports have been integrated into the introduction and have informed the topics and questions guiding the desktop scan as outlined in Figure 1.

Consultation with experts

Consultation was undertaken by email or phone and included 9 Australian experts (2 internal and 7 external) and 5 international experts. Seven experts responded with recommended resources or organisations to search.

Google search

A google search was undertaken using terms described above. It is noted that this search resulted in services targeted at NDIS consumers purchasing services, rather than relevant resources.

Targeted website search

A search of relevant Australian and international disability-related organisational websites was undertaken including disability advocacy organisations, human rights organisations, and specialist websites. The targeted website search was aided by suggestions from the expert consultations. Targeted websites searched included key resources produced by the NDIS \ Safeguards Commission, 'Make it known, make it better', nominated by the funder as in scope for the desktop review.

Data extraction

Data were extracted from identified resources according to the following categories: the name of the resource, name of organisation, theme, website link, what the resource covers, country, relevance rating and quality rating.

Accessibility dimensions were noted (e.g., Easy Read, Auslan, large-print, Braille, varying formats including audio-visual, community languages, ATSI, GLBTIQ).

Each resource was given a relevance rating (limited relevance/somewhat relevant/highly relevant) and quality rating (poor/ok/good/exemplar). Relevance was assessed relative to the topic focus, while quality was assessed according to the accessibility dimensions outlined above.

Desktop scan results

All resources

Eighty-six resources were found relating to the broad topic areas and questions. These are grouped into 14 related themes (Figure 2).

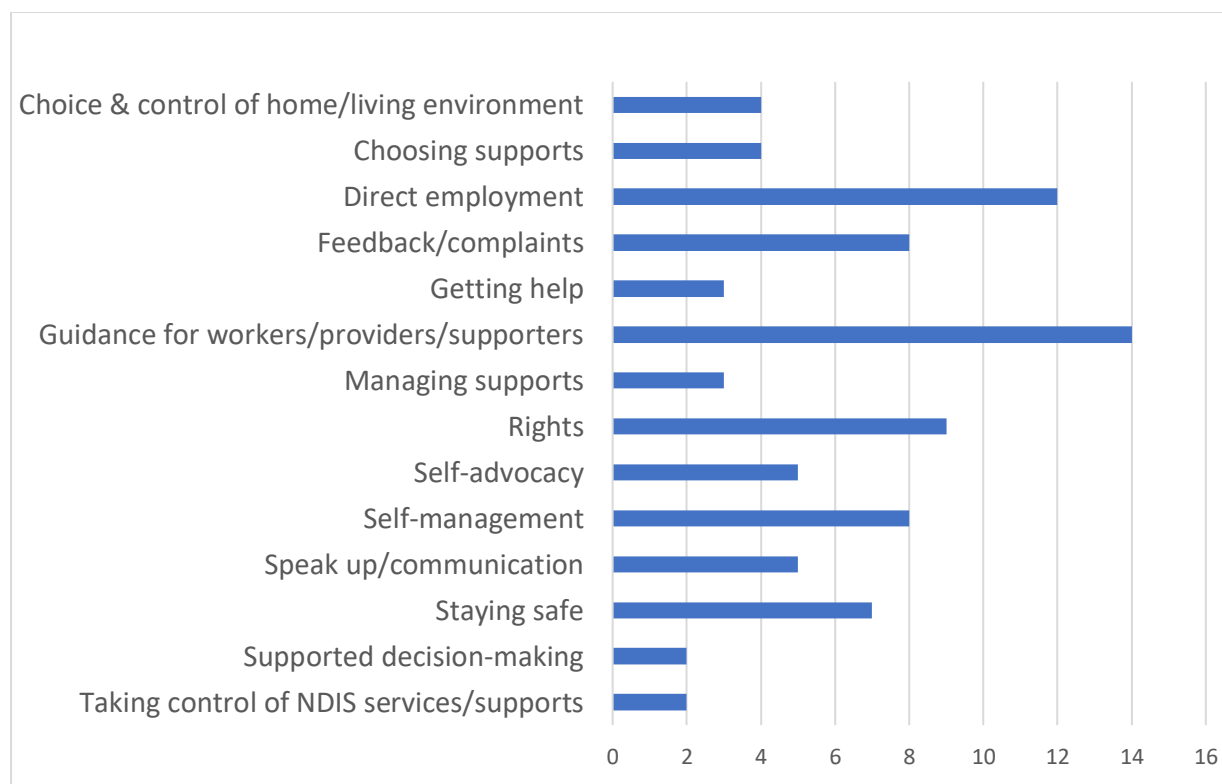


Figure 2. Resources found by theme (total = 86)

Most resources found were Australian (67), with other resources from British Columbia (2), Finland (2), New Zealand (3), Sweden (1), the UK (7) and the USA (4).

Resources were found in a range of formats (sometimes multiple formats) including:

- Video/YouTube
- Website
- Booklet
- Poster
- Blog
- Infographic
- Workbook
- Training course
- Webinar
- Podcast
- Handbook/ manual/guide
- Template
- Cards
- PDF
- Postcards
- Toolkit and resources

See Appendix 1. for list of all resources.

Top 20 resources

A Top 20 (Table 1) from the 86 resources was selected to be reviewed by the lived experience advisory committee. They were selected for their relevance and quality rating across the service continuum, with somewhat relevant to highly relevant, and good to exemplar resources selected.

Consistent with the broad scope of this project, at least 1 resource was selected from each of the 14 themes listed in Figure 2. Each of the 14 themes and 1 example of a related resource are described below. NB. Theme 14 – guidance for workers/providers/supporters - is covered in the following section.

Resources in the area of '**choice and control of your home and living environment**' are directed at consumers who are empowered to change their supports or living situation, noting that for people living in group home environments, this flexibility may not currently exist (Bigby, 2022).

For example, the 'Living more independently' resource series, by Mable and the Housing Hub, provides information about planning your move, starting your independent living journey and building a support team.

Resources in the area of '**choosing supports**' provide tools for establishing and documenting expectations of support workers, a foundation for providing feedback and making a complaint if something goes wrong.

For example, WAIS's job description for a support worker role, provides information for people working with support workers to put in a job description when hiring support workers (e.g., values, personal qualities, and skills).

Resources under the theme of '**direct employment**' are most applicable for NDIS participants who are empowered to directly employ staff. The theme is relevant as keeping safe is core knowledge in managing your own workforce.

For example, 'A guide to employing your own support workers', by Manawanui New Zealand, is a guidebook to employing support workers and includes ways to consider thinking about needs and expectations in relation to choosing the right supports,

including giving feedback and firing workers when things don't go well (note, this PDF resource needs to be requested from the organisation).

Resources in the '**feedback and complaints**' area provide direct and practical information about complaints processes in relation to services and supports.

For example, 'Understanding the complaints process', by the NDIS Safeguards Commission, provides comprehensive information and support for making a complaint about NDIS funded services and is associated with a range of accessible and culturally specific resources.

Resources in the area of '**getting help**' address the immediate need to get help when something goes wrong, particularly in relation to criminal acts where police or legal support is needed, highly relevant given the incidence of criminal acts of violence including sexual misconduct and unlawful sexual conduct in supported accommodation environments perpetrated by either support workers or co-residents (NDIS 2023).

For example, 'Making rights a reality', by the South-East Centre for Sexual Assault, provides Easy Read booklets about sexual assault and abuse and what to do including making a statement to police.

Resources under the theme of '**managing supports**' provide foundational skills for taking control of your supports in supported accommodation, part of incorporating safety across the service continuum.

For example, 'Making a training video for a support worker', by the Summer Foundation, is a comprehensive tool for people to create a video communicating their needs, preferences, and expectations to a support worker.

Resources under the theme of '**rights**' are a critical starting point for advocacy and self-advocacy for people living in SDA as giving feedback and making complaints is possible in a context where your rights are known, and expectations are shared.

For example, the 'Charter of rights for people living in supported accommodation', by Spring Housing, outlines rights relating to feeling safe, a right to clear information about your support entitlement and a right to independent support and advice when your rights are not being upheld.

Resources in the '**self-advocacy**' area are designed by rights-based peer support organisations focussed on speaking out about your own needs and interests rather than being disempowered by others.

For example, the 'Self advocacy tools', by Voices Together, are toolkits and resources on how to speak up for change, including how to deal with bullying.

Resources in the area of '**self-management**' are most applicable for NDIS participants who have the capacity and choose to self-manage their NDIS plans, noting that keeping safe is core knowledge for managing your own NDIS plan.

For example, the 'Personalised care and support planning tool', by Think Local Act Personal, provides a range of tools for thinking about self-managing (although chosen more for its way of presenting information than content).

Resources under the theme of '**speakup/communication**' aim to encourage people engaging with services to speak about their needs, rights, and expectations of supports and services and to make complaints when things go wrong.

For example, the 'Speak up' resources, by the NDIS Safeguards Commission, aim to empower NDIS participants to speak up about the quality and safety of supports and services and include bookmarks, videos, an Easy Read brochure, fact sheet and posters, are available in Auslan, Easy Read, Braille and CALD with a 'Talk up' version for Aboriginal and Torres Strait Islander people.

Resources in the area of '**staying safe**' directly address the risk of violence, neglect and abuse through either accessible resources or broad-based planning.

For example, the 'Safeguards resources', by Community Living British Columbia, speak to the value of incorporating safety into planning, which includes providing rights-based information, building networks of belonging and informal safeguards as well as providing information about how to respond if things go wrong.

Resources in the '**supported decision-making**' area underscore the obligation of countries who are signatories to the *Convention on the Rights of Persons with Disabilities 2006* to ensure support for decision-making. This includes support to make decisions that promote personal safety and prevent harm (Meltzer *et al.*, 2017).

For example, 'Making my own decisions', by the Council for Intellectual Disability, emphasises that you are at the centre of your own decisions and that you deserve to be heard.

Resources in the area of '**taking control of NDIS services/supports**' are applicable for all NDIS participants and reflect the object 2(1)(e) of the *NDIS Act 2013* to 'to enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports'.

For example, 'Your rights as an NDIS participant', by the NDIS Safeguards Commission provides information for consumers about rights relating to NDIS services based on a code of conduct which covers respect, privacy, safety, quality supports and services, competency, honesty, violence, abuse and misconduct.

See Table 1 for a list of the Top 20 resources. See Appendix 2 for a detailed evaluation of each of the Top 20 resources (page 27-46).

Resources for workers/providers/supporters

Resources for workers/providers/supporters are listed in Table 2.

Table 1. Top 20 resources (consumers)

Theme	Name of resource	Organisation	Website
Choice and control of home/living environment	Living more independently - resource series	Housing Hub and Mable	https://www.housinghub.org.au/resources/article/living-more-independently-series
Choice and control of home/living environment	SDA explainer video series	Housing Hub	https://www.housinghub.org.au/resources/category/sda-explainer-video-series?seeker=true
Choosing supports	Job description for a support worker role	WA's individualised services (WAIS)	J's Job Description: https://waindividualisedservices.org.au/wp-content/uploads/2019/03/Sample-job-description-for-J.pdf
Direct employment	A guide to employing your own support workers	Manawanui	https://www.manawanui.org.nz/en-US/services/self-managing/
Feedback/complaints	Make it known, make it better	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/makeitknown
Feedback/complaints	Understanding the complaints process	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/participants/make-complaint/understanding-complaints-process
Getting help	Making rights a reality	South-East Centre for Sexual Assault (SECASA)	https://www.secasa.org.au/programs-and-services/making-rights-reality/
Managing supports	Making a training video for a support worker	Summer Foundation	https://www.summerfoundation.org.au/resources/making-a-training-video-for-support-workers/

Theme	Name of resource	Organisation	Website
Rights	Charter of rights for people living in supported accommodation	Spring Housing	https://springhousing.org.uk/wp-content/uploads/2021/03/HOUSING-RIGHTS_STATEMENT-OF-RIGHTS_PAMPHLET-PRINT-FINAL.pdf
Rights	How support works in SDA	Housing Hub	https://www.housinghub.org.au/resources/article/how-does-support-work-in-sda?cs=sda-explainer-video-series
Self-advocacy	Self-advocacy for the NDIS learning hub	Independent Mental Health Advocacy service (IMHA)	https://www.imha.vic.gov.au/self-advocacy-ndis
Self-advocacy	Self-advocacy - tools	Voices Together	https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/
Self-management	Personalised care and support planning tool	Think Local Act Personal	https://www.thinklocalactpersonal.org.uk/personalised-care-and-support-planning-tool/
Speak up/communication	Speak up resources	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/speakup#paragraph-id-3112
Speak up/communication	Ways to be heard when the NDIS isn't working for you	Peer Connect	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/ways-get-help-speaking-when-personfamily-are-not-happy/

Theme	Name of resource	Organisation	Website
Staying safe	Safeguards resources	Community Living BC	https://www.communitylivingbc.ca/resources/safeguards-resources/safeguards-resources-documents/
Staying safe	Being and keeping safe	WA's Individualised Services (WAIS)	https://waindividualisedservices.org.au/online-courses/be-a-boss/resource-contents-page/#module8
Staying safe	Staying safe project	Valid	https://valid.org.au/resources-and-media/online-media-and-videos/valid-videos/
Supported decision-making	Making my own decisions	Council for Intellectual Disability	https://cid.org.au/resource/making-my-own-decisions/
Taking control of NDIS services/supports	Your rights as an NDIS Participant	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/participants/your-rights-ndis-participant

Table 2. Resources (workers/providers/supporters)

Name of resource	Organisation	Website
Addressing personal vulnerability through planning	Community Living BC	https://www.communitylivingbc.ca/wp-content/uploads/Addressing-Personal-Vulnerability-Through-Planning-1.pdf
An introduction to self-directed support	Citizen Network Research	https://www.youtube.com/watch?v=9Gty3xsR_0U
Provider and worker resources	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/resources/provider-and-worker-resources
Welcome home resources ¹	Housing Hub	https://www.summerfoundation.org.au/the-welcome-home-education-package/
Your service, your rights - resources for providers	Inclusion Australia	https://www.inclusionaustralia.org.au/resource/your-service-your-rights-resources-for-providers/
Supporting citizenship - self-directed support workbook for frontline workers	Control Scotland	https://citizen-network.org/uploads/attachment/687/sds-workbook-en.pdf
How not to be a jerk	Peer Connect	https://vimeo.com/229233725

¹ Note this resource is planned for decommissioning and is included 'for noting' only.

Name of resource	Organisation	Website
Interagency guideline for addressing violence, neglect and abuse (IGUANA)	Office of the Public Advocate Victoria	https://www.publicadvocate.vic.gov.au/opa-s-work/our-organisation/policies-plans-and-protocols/interagency-guideline-for-addressing-violence-neglect-and-abuse-iguana
Support workers - guidance for	Voices Together	https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/resources/self-advocacy-resources/support-workers/
SKILLS project for support workers	Suunta Finland	https://citizen-network.org/library/skills-project.html
Support for decision-making practice framework	La Trobe University	https://www.supportfordecisionmakingresource.com.au/
Supported decision-making conversation - guide for workers	South Australia Council for Intellectual Disability	https://cid.org.au/wp-content/uploads/2023/05/Decision-Supporter-guide-web.pdf
NDIS code of conduct	NDIS Safeguards Commission	https://www.ndiscommission.gov.au/about/ndis-code-conduct
Hiring staff - awards, wages and contracts	Resourcing Inclusive Communities (Family Advocacy)	https://www.youtube.com/watch?v=LpymW0fySY0

Conclusion

The resources retrieved from the desktop scan cover a breadth of issues across 14 themes including resources that support people living in supported accommodation to be informed about rights and complaints processes, to ultimately taking control over your home and living environment by self-managing support workers and choosing where you live and with whom.

The scope of the 86 resources is consistent with current evidence that suggests there are a range of key protective factors involved in preventing and responding to violence, abuse and neglect (Bigby, 2022; McVilly et al., 2022; Meltzer et al., 2017; NDIS Quality and Safeguards Commission, 2023; Robinson, 2014; Robinson and Chenoweth, 2011).

The key findings from the resources retrieved from the desktop scan are:

1. Strategies for ensuring service quality and safety in supported accommodation need to be incorporated into all stages of planning and throughout the service continuum. A human rights approach to safeguarding gives primacy to knowing your rights and living within a supportive framework which enables you to act on those rights.
2. While transparency of complaints and feedback processes are important for responding to service issues when they arise, information about rights, and support for communication, decision-making, self-advocacy and self-determination are integral parts of a supportive framework.
3. A supportive framework is most needed where power imbalances exist between service providers and the person receiving services, and where there is no separation between housing and support, increasing the vulnerability of the person = if they complain.
4. There are gaps in resources around rights/speaking up/communication/self-advocacy/supported decision-making for people living in SIL and/or SDA. There is also a lack of resources addressing specific SDA and/or SIL complaints processes, particularly for people living in group home environments with little control over their supports or home and living environment.
5. Resources developed need to cater for more empowered NDIS participants who are living in single occupancy SDA and can take control of their home and living environment by self-managing their funding and employing their own supports *and* people living in group home settings with shared supports where there are limited opportunities to choose their support worker or to change their living environment.

The role of the initial co-design workshops with participants with lived experience of disability will be to evaluate and consider the scope of resources to ensure their relevance to people for whom new resources will be designed.

References

- Australian Government, 2023. Preventing and responding to violence, abuse, and neglect in disability services (two case studies): Public hearing 20. Royal Commission into violence, abuse, neglect and exploitation of people with disability, Australia.
- Australian Government, 2020. Overview of responses to the group homes issues paper. Royal Commission into violence, abuse, neglect and exploitation of people with disability.
- Australian Government, 2019. The experience of living in a group home for people with disability: Public hearing 3. Royal Commission into violence, abuse, neglect and exploitation of people with disability, Australia.
- Bigby, C., 2022. Evidence about best practice in supported accommodation services: What needs to be in place. Prepared for the NDIS Quality and Safeguard Commission. LaTrobe University, Australia.
- Godin, K., Stapleton, J., Kirkpatrick, S.I., Hanning, R.M., Leatherdale, S.T., 2015. Applying systematic review search methods to the grey literature: A case study examining guidelines for school-based breakfast programs in Canada. *Syst Rev* 4, 138.
- McVilly, K., Ainsworth, E., Graham, L., Harrison, M., Sojo, V., Spivakovsky, C., Gale, L., Genat, A., Zirnsak, T., 2022. Outcomes associated with 'inclusive', 'segregated' and 'integrated' settings: accommodation and community living, employment, and education: A research report commissioned by the Royal Commission into violence, abuse, neglect and exploitation of people with disability. University of Melbourne, Australia.
- Meltzer, A., Robinson, S., Proud, Y., Fisher, K., 2017. Literature and practice review: Support to make decisions that promote personal safety and prevent harm. Social Policy Research Centre, UNSW, Sydney.
- NDIS Quality and Safeguards Commission, 2023. Inquiry report: Own motion inquiry into aspects of supported accommodation. Australia.
- Robinson, S., 2014. Safe at home? Factors influencing the safety strategies used by people with intellectual disability. *Scand. J. Disabil. Res.* 16, 99–113.
- Robinson, S., Chenoweth, L., 2011. Preventing abuse in accommodation services: From procedural response to protective cultures. *J. Intellect. Disabil.* 15, 63–74.

Appendix 1. List of all resources

Name of resource	Organisation	Theme	Website	What the resource covers	Country	Relevance rating/qual	Quality rating
Living more independently - resource series	Housing Hub and Mable	Choice and control of home/living environment	https://www.housinghub.org.au/resources/article/living-more-independently-series	Living more independently resource series includes information about 1. Planning your move to live independently, 2. Starting your independent living journey and 3. Building a support team before moving into SDA. Guide to building a team covers changing your supports, adding new members to your support team, documenting your support needs, managing your support team and flexibility, information for framing expectations of supports and communication with support workers.	Australia	Highly relevant	Good
SDA explainer video series	Housing Hub	Choice and control of home/living environment	https://www.housinghub.org.au/resources/category/sda-explainer-video-series?seeker=true	Series of 7 videos and fact sheets about SDA for NDIS participants. Information about SDA including, What is SDA? Can I live in SDA? Are there different types of SDA? Who pays for SDA? How to get SDA funding? How support works in SDA? Where can I live?	Australia	Highly relevant	Good
Choice in community living	Whaikaha Ministry of Disabled People	Choice and control of home/living environment	https://www.whaikaha.govt.nz/support-and-services/housing-and-transport/living-at-home-and-in-a-community-residence/choice-in-community-living/	Resources about alternatives to residential services: 'Guide to choice in community living' (covers the right to choose where you live and with whom), and 'Guide for people moving to a new life' (covers trusting relationships, selecting the right provider based on trust, experience and respect, written support agreements, home safety, personal safety, circle of support).	New Zealand	Somewhat relevant	Ok
SKILLS project for participants	Suunta Finland	Choice and control of home/living environment	https://citizen-network.org/uploads/attachment_data/file/689/support-plan-template-en.pdf	Template to help people plan their own support and think about the changes they want to make to their own life. Things about me, what's important to me, what would I like to change, what I want to achieve with my SDS.	Finland	Highly relevant	Good
Job description for a support worker role	WA's individualised services (WAIS)	Choosing supports	J's Job Description: https://waindividualisedservices.org.au/wp-content/uploads/2019/03/Sample-job-description-for-J.pdf	Information about what to put in a job description when hiring support workers. Includes values, vision statement, duty statement, personal qualities, skills and selection criteria.	Australia	Highly relevant	Ok
Choosing your support coordinator	Summer Foundation	Choosing supports	https://assets.summerfoundation.org.au/pdf_offload/2021/11/Choosing_a_support_coordinator_for-web-nov21.pdf	Guide for participants about how to choose a support coordinator including, what is support coordination, specialist knowledge and skills, questions to ask, what is important to you and what to look for in a service agreement.	Australia	Somewhat relevant	Good
Finding a support worker that is right for the person/family	Peer Connect	Choosing supports	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/finding-support-provider-right-personfamily/	Information about what it takes to be a good support worker and what it means to receive the supports that you need. Video covers values, needs, communication.	Australia	Somewhat relevant	Good
Tips from a self-manager	WA's Individualised Services (WAIS)	Choosing supports	https://vimeo.com/302006246	Information on finding and choosing your own workers. Help is available, employing support workers, including non verbal person in decision-making about who to choose.	Australia	Limited relevance	Ok

A guide to engaging your own support workers	My Place WA	Direct employment	https://www.myplace.org.au/downloads/MyPlace_EngagingBooklet_Web.pdf	A guide to employing your own support workers. Covers advertising qualities you want in a support worker, interviewing, choosing and managing support workers, including terminating support workers if something goes wrong.	Australia	Somewhat relevant	Good
Managing performance and warnings	Fair Work Ombudsman	Direct employment	https://www.fairwork.gov.au/employment-conditions/performance-in-the-workplace	Information about effective performance management and giving warnings for people who employ staff. Includes managing performance, underperformance, serious misconduct, warnings and disciplinary action. Includes templates, tools and resources.	Australia	Highly relevant	Good
Personal assistance employer handbook	Self-directed Support Scotland	Direct employment	https://handbook.scot/route/deciding-to-become-an-employer/	Comprehensive resource guide for people deciding to employ their own workers including deciding to become a PA employer, responsibilities, 7-steps to becoming an employer, employment issues, employing family members and case studies. Includes dismissing workers.	New Zealand	Somewhat relevant	Ok
Briefing and hiring support workers - quick guide	Peer Connect	Direct employment	https://www.peerconnect.org.au/files/7715/0543/3775/Quick_Guide_Briefing_and_Hiring_Support_Workers_Final.pdf	Information about being an employer of support workers. What to include in the written agreement (expectations, values, when things go wrong, where to find more info).	Australia	Somewhat relevant	Ok
Hiring workers for the first time checklist	ATO	Direct employment	https://www.ato.gov.au/Business/Engaging-a-worker/Hiring-a-new-worker/	How to hire a new worker - obligations and responsibilities.	Australia	Limited relevance	Good
Introduction to directly employing staff	Imagine More	Direct employment	https://imaginemore.org.au/resources/ndis-self-management/directly-employing-introduction/	Information about employing own workers. Five short videos on aspects of directly employing your own staff including the benefits, FAQs and nuts and bolts of direct employment.	Australia	Somewhat relevant	Good
A guide to employing your own support workers	Manawanui	Direct employment	https://www.manawanui.org.nz/en-US/services/self-managing/	Information to individualised funding recipients about employing your own support workers. Based on the work by My Place WA. From planning to employ your own support workers, to preparing a job description and budget to legal obligations, choosing the best applicant and interviewing to terminating employment. Includes templates, checklists, and letters of offer guide (n/b no website link to PDF – needs to be ordered).	New Zealand	Somewhat relevant	Good
The personal assistance tip project	Independent Living Institute	Direct employment	https://patips.se/	Tips from people employing personal assistants. Includes recruitment, scheduling, routines, relationships, communication with PAs and many more topics of everyday relevance.	Sweden	Limited relevance	Good
The rough guide to managing personal assistants	Independent Living Institute	Direct employment	https://www.independentliving.org/docs6/vasey2000.html	Guide for people employing their own personal assistants. Includes recruitment, managing, using PAs in social situations and at work, and dealing with problems.	UK	Limited relevance	Ok
You and your personal assistants	Neighbours Inc New Jersey	Direct employment	https://inclusion.com/product/its-your-life-bundle/	One of a 3-part training manual for people to take control of their lives, their finances, their staff – and thus live a full and contributing life in the community. A guide to managing your employees and what it means to be 'the boss', an 'employer', including legal information, responsibilities, hiring, getting the right person, what you need your staff to do etc.	US	Highly relevant	Ok
Be a boss	WA's Individualised Services (WAIS)	Direct employment	https://waindividualisedservices.org.au/online-courses/be-a-boss/	Online training course to help you feel more confident and knowledgeable when hiring your own workers, incl. the difference between contractors and employees. Includes hiring and firing, legal areas, confidence, decisions about contractors vs employees, your obligations, training and managing a team, safety, where to get information.	Australia	Highly relevant	Ok

Briefing and hiring your own support staff	Peer Connect	Direct employment	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/briefing-and-hiring-your-own-support-staff/	Information about being an employer of support workers. Written agreements, communication, trials, setting up as an employer when things go wrong.	Australia	Somewhat relevant	Good
Complaints in SDA	Consumer Affairs	Feedback/complaints	https://www.consumer.vic.gov.au/housing/specialist-disability-accommodation/for-residents/complaints-in-sda-residents	Information about the right to complain/how to complain for people living in SDA. How to make a complaint about your SDA (your room, the property, your provider and any services you receive), your provider, your NDIS plan, and your residential tenancy agreement (resources for residents, providers and support people).	Australia	Highly relevant	Ok
Getting the most out of your NDIS plan	Australian Federation of Disability Organisations (AFDO)	Feedback/complaints	https://www.afdo.org.au/getting-the-most-out-of-your-ndis-plan-resources/	NDIS resources to support people with disabilities and families get the most out of their NDIS plans. Based on workshops 'getting the most out of your NDIS'. Includes overview of NDIS is, how participants can manage their plans and budgets to support their goals and aspirations and reviews and complaints process. Videos and 11 handouts (handout 9 making complaints).	Australia	Highly relevant	Good
Speak up - taking steps to solving everyday issues and being your own best advocate	ADA Australia	Feedback/complaints	https://adaaustralia.com.au/speak-up/	A guide to speaking up and solving everyday issues when you have problems with your service provider/supports. A guide to speaking up and solving everyday issues including problems where you live, asking for help and who to contact.	Australia	Highly relevant	Good
Make it known, make it better	NDIS Safeguards Commission	Feedback/complaints	https://www.ndiscommission.gov.au/makeitknown	Series of 11 videos and 12 posters to empower people with disability or their support networks about the right to be safe and receive quality services from NDIS providers and workers. How to raise a concern or complaint if you are not happy with the quality or safety of your NDIS supports or services. Videos based on the NDIS code of conduct. Includes right to privacy, safety, competence, honesty, integrity; raising concerns around quality and safety, violence, abuse and neglect, preventing and responding to sexual misconduct, making a complaint.	Australia	Highly relevant	Good
Participant information pack	NDIS Safeguards Commission	Feedback/complaints	https://www.ndiscommission.gov.au/participants/participant-information-pack	Information for participants about rights, the role of the NDIS Commission, choosing quality and safe supports and how to make a complaint. Resources include code of conduct postcards, 'I'm protected by the NDIS', and ATSI poster, 'If you need to talk up, talk to us', 'Speak-up' bookmark, resources and fact sheets.	Australia	Highly relevant	Good
Understanding the complaints process	NDIS Safeguards Commission	Feedback/complaints	https://www.ndiscommission.gov.au/participants/make-complaint/understanding-complaints-process	Information and support for making a complaint to the NDIS Commission about NDIS funded services. Resources include 'speak up resources', 'make it known, make it better resources'. Information includes types of complaints handled by the Commission, how to make a complaint, and timelines and resolution of complaints.	Australia	Highly relevant	Good
It's ok to complain	Disability Services Commissioner (Vic)	Feedback/complaints	https://odsc.vic.gov.au/2017/09/22/ok-complain-ndis-funded-disability-services/	Information about how to complain to the NDIS and what you can complain about (e.g. personal care, group homes, respite etc). Includes plain English information sheet and 'It's ok to complain' brochure.	Australia	Somewhat relevant	Ok

When NDIS services turn bad - interview with NDIS Commissioner	Summer Foundation	Feedback/complaints	https://www.youtube.com/watch?v=APGpndCllkk	What to do if you are unhappy with your NDIS services. In this podcast episode, Dr. George speaks with NDIS Commissioner Tracy Mackey about what you can do if you are unhappy with your NDIS services. They highlight some important facts that participants need to know including the fact that you can complain to the commissioner even when you are receiving services from unregistered providers.	Australia	Highly relevant	Good
Making rights a reality	South-East Centre for Sexual Assault (SECASA)	Getting help	https://www.secasa.org.au/programs-and-services/making-rights-reality/	Information about sexual assault and abuse and what to do - see also https://casa.org.au/assets/Documents/mrr-making-a-statement-to-the-police.pdf . Eight Easy Read booklets about sexual assault and family violence written by SECASA include guides on When sex is not ok, Making a statement to police.	Australia	Highly relevant	Good
Have you been a victim of crime?	Intellectual Disability Rights Service (IDRS)	Getting help	https://idrs.org.au/resources/wallet-cards/	Card is for people with cognitive impairment. To download and fold and place in wallet. Covers how to contact police to get legal advice and support for cognitive impairment in reporting crime.	Australia	Somewhat relevant	Ok
Talk up!	First People's Disability Network (FPDN)	Getting help	https://fpdn.org.au/talkup/	Support for people with disability experiencing problems with the law, partnership between FPDN, AFDO and Centre for Disability Law.	Australia	Limited relevance	Ok
NDIS code of conduct	NDIS Safeguards Commission	Guidance for workers/providers/supporters	https://www.ndiscommission.gov.au/about/ndis-code-conduct	Guidance for NDIS providers and workers understand their obligations. Translated into a variety of resources for participants, providers and workers e.g. 'I'm protected by the NDIS' postcard. Includes a Worker Orientation Module on quality and safety, worker screening check.	Australia	Highly relevant	Good
An introduction to self-directed support	Citizen Network Research	Guidance for workers/providers/supporters	https://www.youtube.com/watch?v=9Gty3xsR_0U	Brief overview of self-directed support for people working with people with learning difficulties and their families. Spoken by people with disability to frontline worker. What does it mean for me to be 'in control?'	UK	Somewhat relevant	Good
Hiring staff - awards, wages and contracts	Resourcing Inclusive Communities (Family Advocacy)	Guidance for workers/providers/supporters	https://www.youtube.com/watch?v=LpymW0fySY0	To help you understand your legal responsibilities around contracts and award wages when you are hiring support workers for your family member with disability. Includes hiring staff - awards, wages and contracts.	Australia	Limited relevance	Good
Addressing personal vulnerability through planning	Community Living BC	Guidance for workers/providers/supporters	https://www.communitylivingbc.ca/wp-content/uploads/Addressing-Personal-Vulnerability-Through-Planning-1.pdf	How to design and incorporate intentional personal safeguards when planning with adults with developmental disabilities and their families. Includes applying a safeguarding lens to a personal plan, understanding risk, addressing risk and designing safeguards.	British Columbia	Highly relevant	Good
Supporting citizenship - self-directed support workbook for frontline workers	Control Scotland	Guidance for workers/providers/supporters	https://citizen-network.org/uploads/attachment_data/file/687/sds-workbook-en.pdf	To educate frontline workers on what it means to work within a self-directed support framework. Purpose, values of self-directed support, putting it into practice as a frontline worker.	UK	Highly relevant	Good
How not to be a jerk	Peer Connect	Guidance for workers/providers/supporters	https://vimeo.com/229233725	Information for support workers about how to communicate and act in ways that aren't discriminatory. Several people speaking to some of the things non disabled people do and say. 'Treat people as you want to be treated'	Australia	Highly relevant	Good

Interagency guideline for addressing violence, neglect and abuse (IGUANA)	Office of the Public Advocate Victoria	Guidance for workers/providers/supporters	https://www.publicadvocate.vic.gov.au/opa-s-work/our-organisation/policies-plans-and-protocols/interagency-guideline-for-addressing-violence-neglect-and-abuse-iguana	Online guidelines developed in consultation with sexual assault services, Victoria Police and shared supported accommodation providers - a good practice guideline for organisations, staff members and volunteers working with adults who are at risk of violence, neglect or abuse. Covers becoming aware of and reporting violence, including communication with the person and their rights. What action should be taken if a situation involving violence, neglect or abuse is reported to, witnessed by, or suspected by a staff member or volunteer.	Australia	Highly relevant	Good
Provider and worker resources	NDIS Safeguards Commission	Guidance for workers/providers/supporters	https://www.ndiscommission.gov.au/resources/provider-and-worker-resources	Information to NDIS workers and providers about management and resolution of complaints about supports or services. Covers provider requirements, code of conduct, worker screening, compliance and enforcement, behaviour support requirements, incident management and reportable incidents.	Australia	Highly relevant	Good
Support workers - guidance for	Voices Together	Guidance for workers/providers/supporters	https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/resources/self-advocacy-resources/support-workers/	Resources for support workers on how to respect the rights of people they work with. Includes questions support workers should ask themselves (re conflict of interest, listening, dependence, support for decision-making), power and control, accountability and professionalism and trust.	Australia	Highly relevant	Good
Support for decision-making practice framework	La Trobe University	Guidance for workers/providers/supporters	https://www.supportfordecisionmakingresource.com.au/	Online learning resource with 6 modules on how to support people with decision-making, principles and strategies and framework, video, workbook, template and checklist. Supporters include: frontline managers, disability support workers, team leaders, clinicians, friends, spouses, parents and other family members.	Australia	Somewhat relevant	Exemplar
Supported decision-making conversation - guide for workers	South Australia Council for Intellectual Disability	Guidance for workers/providers/supporters	https://cid.org.au/wp-content/uploads/2023/05/Decision-Supporter-guide-web.pdf	Manual to support decision-supporters use the supported decision making cards. Covers how to use the cards in conversation	Australia	Highly relevant	Exemplar
SKILLS project for Support workers	Suunta Finland	Guidance for workers/providers/supporters	https://citizen-network.org/library/skills-project.html	Training manual for use in adult education. The need to shift power and control to people with disability and families; the difference self-directed support means to the planning and organisation of support (includes manual, video stories).	Finland	Highly relevant	Good
Welcome home resources	Housing Hub	Guidance for workers/providers/supporters	https://www.summerfoundation.org.au/the-welcome-home-education-package/	Education course (6 modules) for registered providers of SDA to understand their service obligations under NDIS practice standards for SDA, including rights-based approaches, rights & responsibilities (how to uphold tenant rights), conflict of interest, service agreements, enrolment of SDA properties and tenancy management.	Australia	Highly relevant	Good
Your service, your rights - resources for providers	Inclusion Australia	Guidance for workers/providers/supporters	https://www.inclusionaustralia.org.au/resource/your-service-your-rights-resources-for-providers/	To build the capacity of service providers to understand peoples' rights when receiving services through the NDIS. Includes audit guide for having conversations with participants about quality and safety: https://www.inclusionaustralia.org.au/wp-content/uploads/2021/11/YSYR-Audit-Guide_FINAL.pdf	Australia	Somewhat relevant	Good
Making a training video for a support worker	Summer Foundation	Managing supports	https://www.summerfoundation.org.au/resources/making-a-training-video-for-support-workers/	To provide support and information about working with your support worker. Includes 5 resources about making a video including a workbook, video plan and sample training videos. The plan supports the participant to bring all of their ideas together. These can be used by the participant or other people or organisations.	Australia	Highly relevant	Good

Sorting out problems - employing personal assistants toolkit	Skills for care	Managing supports	https://www.skillsforcare.org.uk/Recruitment-support/Support-individual-employers-PAs/Individual-employers/Employing-a-PA-Toolkit/Sorting-out-problems.aspx	Information includes what to do if your personal assistant is absent, if you're not happy as an employer, (including disciplinary action template, keeping records of grievances and disciplinary procedures), what to do if you are being abused and an Easy Read version of sorting out problems. (Also see 3 other Easy Read booklets for personal assistant employers including: 'Before your PA starts working for you' and 'Managing your PA and helping them learn' 'Recruiting a personal assistant')	UK	Highly relevant	Good
How to choose your support worker	Peer Connect	Managing supports	https://www.peerconnect.org.au/files/2015/6136/8464/Peer_Connect_Quick_Guide_-_how_to_choose_a_support_worker_Final.pdf	Information on how to choose your support worker. Includes writing a job description, advertising, pre-employment screening, service agreements and legal issues.	Australia	Somewhat relevant	Good
Specialist Disability Accommodation - finding a new housemate	Homes Victoria (Department of Families, Fairness and Housing)	Rights	https://www.homes.vic.gov.au/sites/default/files/documents/2022-08/Easy%20English_Finding%20a%20new%20house%20mate%20web%20%5Baccessible%5D.pdf	Information about your rights and rules when living in SDA and a room becomes vacant or when looking for a room in a shared SDA. Covers how your new house mate will be chosen (n/b you will have a say), how your safety will be ensured and your right to meet the person. What to do and who to complain to if you are not happy (contact DFFH to make a complaint).	Australia	Highly relevant	Ok
A charter of rights for people living in supported accommodation	Spring Housing	Rights	https://springhousing.org.uk/wp-content/uploads/2021/03/HOUSING-RIGHTS_STATEMENT-OF-RIGHTS_PAMPHLET-PRINT-FINAL.pdf	Resource on rights if you live in supported accommodation. Covers the right to feel safe and protected, the right to decent living conditions, the right to clear information about supports, the right to security of property and the right to seek advice or to challenge.	UK	Highly relevant	Good
How support works in SDA?	Housing Hub	Rights	https://www.housinghub.org.au/resources/article/how-does-support-work-in-sda?cs=sda-explainer-video-series	To provide information about the right to choosing supports for people living in SDA. If you are not happy with the way you're being supported, you should be able to change who supports you; if where you live doesn't meet your needs, you should be able to change where you live.	Australia	Highly relevant	Good
Tenant (SDA) rights	Housing Hub	Rights	https://assets.summerfoundation.org.au/pdf_offload/2021/04/SDA_tenant_rights-fact-sheet_14apr-web.pdf	Rights linked to aspects of SDA tenancy and list of tenancy organisations by state and territory. SDA rights sheet includes rights outlined in CRPD, NDIS Act and other relevant legislation including the right to live independently, respect for dignity and personal autonomy, right to privacy, right to be free from abuse, neglect, violence and exploitation.	Australia	Highly relevant	Good
Workforce capability framework	NDIS Safeguards Commission	Rights	https://workforcecapability.ndis.gov.au/participants	Guidance and practical suggestions to help NDIS participants, service providers and support workers to work together so everyone understands how supports and services should be delivered. Includes videos, tip sheets and Easy Read info. Multiple 1-page postcards on rights framing supports including respect, privacy, safety, competency, quality, prevention of abuse and sexual misconduct.	Australia	Highly relevant	Good
Shared supported accommodation - your rights and responsibilities	Transport Accident Commission (TAC)	Rights	https://www.tac.vic.gov.au/clients/how-we-can-help/treatments-and-services/policies/other/daily-living-expenses/shared-supported-accommodations-your-rights-and-responsibilities/shared-supported-accommodation-your-rights-and-responsibilities	Information that explains rights and responsibilities in shared supported accommodation. Includes your right to choose (location, number of residents, size of bedroom etc), your right to information (e.g. tenancy agreement), your right to quality care (e.g. respect, dignity, privacy, choice and control, home-like, visitors, own finances), safe administration of medication, right to complain, where to get help.	Australia	Highly relevant	Ok

Communication bill of rights	Scope	Rights	https://static1.squarespace.com/static/5a40d583f6576e1abec2c509/t/5a4ba079e4966b19e3418f6d/1514905745183/Bill+of+Rights.pdf	Information about rights extrapolated from Article 19 of the Universal Declaration of Human Rights, the right to expression. Covers the right to expressing feelings, being offered choices, to understand communications, to be listened to.	Australia	Somewhat relevant	Good
Global standards for self-directed support	Citizen Network	Rights	https://citizen-network.org/library/global-standards-for-sds.html	Standards for self-directed support.	UK+	Somewhat relevant	Good
Your service, your rights	Inclusion Australia	Rights	https://www.inclusionaustralia.org.au/resource/your-service-your-rights-resources/	Speaking up about rights when using disability services, including human rights, how an advocate can help, advice on speaking up and making a complaint, the right to choose how your life is	Australia	Somewhat relevant	Good
Self-advocacy for the NDIS learning hub	Independent Mental Health Advocacy service (IMHA)	Self-advocacy	https://www.imha.vic.gov.au/self-advocacy-ndis	Information for service workers, people supporting NDIS participants and participants. Includes e-learning modules, self-advocacy workbook, NDIS mental health toolkit and information about supported decision-making. 'My identity and keeping myself safe' in the NDIS context (https://www.imha.vic.gov.au/my-identity-and-keeping-myself-safe-2); includes the right to freedom of expression, the right for your sex, sexual orientation and gender identity to be respected.	Australia	Highly relevant	Good
Ways to be heard when the NDIS isn't working for you	Peer Connect	Self-advocacy	https://www.peerconnect.org.au/files/8615/0390/0280/Quick_Guide_Ways_to_be_heard_when_the_NDIS_isnt_working_for_you_Final.pdf	Ten tips for self-advocating in the NDIS. Speaking up for yourself or for something you believe in, communicating feelings, thinking and what they want or need. Speak up to describe yourself, to ask a question or to ask for help. Knowing your rights and responsibilities.	Australia	Highly relevant	Good
Advocating for yourself	Deaf Victoria	Self-advocacy	https://www.deafvictoria.org.au/self-advocacy-toolkit/advocating-for-yourself/	To provide steps about advocating for yourself. Covers step by step actions for self-advocacy including identifying what you need, who can give it to you, what you need to tell them and how to present the information.	Australia	Highly relevant	Ok
Ten steps to self-advocacy	Disability Rights Florida	Self-advocacy	https://disabilityrightsflorida.org/disability-topics/disability_topic_info/10_steps_to_effective_self_advocacy	Supporting self-advocacy around rights. Ten steps to self advocacy covers believing in yourself, knowing your rights. Includes videos on how to complain and a pamphlet.	US	Somewhat relevant	Good
Self-advocacy - tools	Voices Together	Self-advocacy	https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/	Toolkits and resources on how to speak up for change, how to deal with bullying (also see my rights at home game: https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/resources/self-advocacy-resources/fun-activities/)	Australia	Highly relevant	Good
Personalised care and support planning tool	Think Local Act Personal	Self-management	https://www.thinklocalactpersonal.org.uk/personalised-care-and-support-planning-tool/	Supporting integrated care for people with health and social care needs. Covers preparation, planning, conversations, making it happen and review.	UK	Somewhat relevant	Exemplar
Directly employing support workers - why bother and how do you do it?	Summer Foundation	Self-management	https://www.youtube.com/watch?app=desktop&v=C6vl0552Vx4&feature=youtu.be	To increase knowledge of employing own support workers for self-managers (direct employment vs engaging contractor, what is involved? Is direct employment right for you?)	Australia	Highly relevant	Good
Living your own life	Neighbours Inc. New Jersey	Self-management	https://inclusion.com/product/its-your-life-bundle/	One of a 3-part training manual for people to take control of their lives, their finances, their staff – and thus live a full and contributing life in the community. A practical workbook with information about key people and a checklist for person learning to manage their own budget, section on 'your PAs (page 7).	US	Limited relevance	Ok

NDIS guide to self-management	NDIS	Self-management	https://www.ndis.gov.au/participants/using-your-plan/self-management	Resources explaining how self management works for NDIS participants. Video and PDFs covering aspects of self managing your NDIS plan from policy, responsibilities, purchasing supports, claim form, worker screening check, changing workers and how to start self-managing your plan.	Australia	Highly relevant	Good
Self-directed supports and self-management in the NDIS (quick guide)	Peer Connect	Self-management	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/what-it-means-self-direct-and-self-manage-your-supports-and-deciding-which-feels-right-each-personfamily/	Information about self-managing your NDIS plan (information about what it entails, skills needed and exploring what might work for the individual).	Australia	Somewhat relevant	Ok
Self-managed supports	Purple Orange	Self-management	https://www.selfmanagedsupports.org.au/	Practical information about self-managing your (or your family member's) supports under the NDIS. Website with stories, tips and traps and useful links. PDFs include recruiting and training your staff. Tips and traps includes include recruitment, interviewing, training, team building, giving and receiving feedback and employer/worker relationships. Handbook/manual on self-managing supports which covers giving feedback to staff.	Australia	Somewhat relevant	Ok
You and your budget	Neighbours Inc. New Jersey	Self-management	https://inclusion.com/product/its-your-life-bundle/	A guide to understanding, planning and managing funds with a section on 'people resources'. This is 1 of a 3-part training manual for people to take control of their lives, their finances, their staff – and thus live a full and contributing life in the community.	US	Somewhat relevant	Ok
What it means to self-direct and self-manage your supports, and deciding which feels right for each person/family	Peer Connect	Self-management	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/what-it-means-self-direct-and-self-manage-your-supports-and-deciding-which-feels-right-each-personfamily/	Information about self-managing your NDIS plan and skills needed including information about what it entails and exploring what might work for the individual and how to choose.	Australia	Somewhat relevant	Ok
Speak up and be safe from abuse	Scope	Speak-up/communication	https://www.speakupandbesafe.com.au/	Communication aids that support people with communication difficulties to identify and speak up about abuse. Includes communication aids, decision-making resources, online learning vocabulary. Includes videos, fact sheets, resources and planning tools	Australia	Highly relevant	Ok
Speak up resources	NDIS Safeguards Commission	Speak-up/communication	https://www.ndiscommission.gov.au/speakup#paragraph-id-3112	Resources to empower people to 'speak up' about the quality and safety of NDIS supports and services. 'If you need to speak up, speak to us'; 'if you need to talk up, talk to us'. Includes bookmark, Easy Read brochure, fact sheet and posters. Cover key rights message re safety in receiving NDIS services. Key message: you have the right to feel safe and receive quality services and support from your NDIS providers.	Australia	Highly relevant	Good
Speaking up for yourself - speaking up for my rights	People with Disability Australia (PWDA)	Speak-up/communication	https://pwd.org.au/wp-content/uploads/2019/09/Speak-Up-Factsheet-pdf.pdf	How to speak up for yourself if somebody treats you badly. An 8-page fact sheet on learning your strengths, making a plan, talking to the organisation, making a complaint. Also a 2-page Easy Read document on speaking to someone if you have a problem (https://pwd.org.au/wp-content/uploads/2022/06/Speaking-up-for-my-rights-Easy-Read-document.pdf)	Australia	Somewhat relevant	Ok

Ways to be heard when the NDIS isn't working for you	Peer Connect	Speak-up/ communication	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/ways-get-help-speaking-when-personfamily-are-not-happy/	Guide to speaking up for yourself or for something you believe in, communicating feelings, thinking and what they want or need. Includes speaking up to describe yourself, to ask a question or to ask for help. Knowing your rights and responsibilities. Ten tips for self-advocating in the NDIS (includes quick guide 'getting help, speaking up').	Australia	Somewhat relevant	Good
What does it mean to be the boss of your own life?	Purple Orange	Speak-up/ communication	https://www.wheresnata.net/stories/what-does-it-mean-be-boss-your-life	For people with intellectual disability to grow confidence in speaking out. From the SA2021 conference, 'Be the Boss'. People speaking to the question of what does it mean to be the boss of your own life.	Australia	Somewhat relevant	Good
Abuse and neglect booklet	Valid	Staying safe	https://valid.org.au/wp-content/uploads/2022/03/Abuse-and-Neglect-Booklet-February-2022.pdf	Booklet outlining the right to be free from violence, abuse and neglect, defining types of abuse, and providing information about advocacy and places to contact to complain/get support.	Australia	Highly relevant	Good
Staying safe project	Valid	Staying safe	https://valid.org.au/resources-and-media/online-media-and-videos/valid-videos/	Videos and resources on aspects of staying safe. Collection of 21 videos on aspects of staying safe including human rights, speaking out and self-advocacy. Focus on specific aspects of abuse (financial abuse, neglect, emotional, physical, sexual abuse) and solutions.	Australia	Highly relevant	Ok
Being and keeping safe	WA Individualised Services (WAIS)	Staying safe	https://waindividualisedservices.org.au/online-courses/be-a-boss/resource-contents-page/#module8	From 'Be a boss' (module 8). Training on principles and practicalities of managing your own workforce of support workers. Feeling safe, keeping safe, recruiting safely, quality support, bullying, family violence fact sheet, where to get help and rights around restrictive practices (6 videos and 3 downloads).	Australia	Highly relevant	Good
Safeguards resources documents	Community Living BC	Staying safe	https://www.communitylivingbc.ca/resources/safeguards-resources/safeguards-resources-documents/	Resources to support people to respond to vulnerability in the context of safeguarding. Videos and PDFs on topics including addressing vulnerability through planning, building networks, rights and safeguards.	British Columbia	Highly relevant	Exemplar
Worker screening information (self-managed participants)	NDIS Safeguards Commission	Staying safe	https://www.ndiscommission.gov.au/participants/self-managed-ndis-participants/worker-screening-information-self-managed-participants	To link people self-managing to information about employing their own support workers as part of a safeguarding quality framework. Website has links to the worker screening check and worker database.	Australia	Highly relevant	Ok
Your care	Transport Accident Commission (TAC)	Staying safe	https://www.tac.vic.gov.au/client/forms-and-brochures-clients/information-brochures/information-products-for-tac-clients-with-major-injuries/your-care-brochure/you-care	Information to help you decide if the care and support you receive is safe and of good quality. What to expect from the care you receive, signs you may not be receiving the care you deserve, who you should speak to (contacts). Also see 'choosing an attendant care agency'.	Australia	Highly relevant	Ok
Fraud and dodgy providers	Summer Foundation	Staying safe	https://www.youtube.com/watch?v=UuliZdDQ98c&t=4s	Information about how to protect yourself from NDIS fraud and dodgy providers. Part of a podcast series by Dr George Taleporos. Discussion with Assistant Director of the Fraud Fusion Taskforce at the NDIA Bruce Graydon, the Director of Compliance and Worker Screening at the NDIS Safeguards Commission Matt Barr and disability ally Peter Gregory. Tips on how to protect yourself from NDIS fraud and dodgy providers.	Australia	Highly relevant	Good

Making my own decisions	Council for Intellectual Disability	Supported decision-making	https://cid.org.au/resource/making-my-own-decisions/	This framework is for people with intellectual disability and their supporters. From 'My Rights Matter' project to help you talk to your supporters, to help you make more of your own decisions. I am at the centre of my own decisions, I can make mistakes, I can change my mind, listen to me, I deserve to be heard. Cards cover feelings, actions, decision stories, rights and coaching (https://cid.org.au/resource/conversation-cards/)	Australia	Highly relevant	Exemplar
Deciding with support	Flinders University	Supported decision-making	https://decidingwithsupport.flinders.edu.au/	To help people make decisions about their behaviour support plans. A toolkit of resources on supported decision-making for everyone involved in positive behaviour support.	Australia	Limited relevance	Good
Service agreements - guide for NDIS participants engaging with providers	Family Advocacy	Taking control of NDIS services/supports	https://www.family-advocacy.com/assets/Uploads/NDIS-Information-Update/0fc5494658/NDIS-FUNDED-SERVICE-AGREEMENT-GUIDE.pdf	Guide providing information for NDIS participants around entering into service agreements with providers (e.g. disability supports, cleaning, gardening). Covers decisions, legal issues, your right to change the agreement, complaints/feedback, paying for supports and practical tips.	Australia	Highly relevant	Ok
Your rights as an NDIS Participant	NDIS Safeguards Commission	Taking control of NDIS services/supports	https://www.ndiscommission.gov.au/participants/your-rights-ndis-participant	Information for consumers about rights relating to NDIS services based on code of conduct for providers and workers. Code of conduct applies to providers and workers and covers respect, privacy, safety, quality supports and services, competency, honest, violence, abuse and misconduct. Includes make it known, make it better resources and 'speak up' resources. Includes 'I'm protected by the NDIS' postcard.	Australia	Highly relevant	Ok

Appendix 2. Evaluation of Top 20

Item 1.	Description
Name	Safeguards resources
Website	https://www.communitylivingbc.ca/resources/safeguards-resources/safeguards-resources-documents/
Organisation	Community Living BC
Aspect	Staying safe
Location	British Columbia
Designed for	People with developmental disabilities, autism spectrum disorder
Audience	Consumer+
Format	Videos and PDFs
Relevance rating	Highly relevant
Relevance	Great example of a resource that builds rights, communication, community-building and connection in responding to vulnerability
Quality rating	Exemplar
PWD input	Not specified
Accessibility	Plain language workbooks
Strengths	Breadth of approach, range of resources
Weaknesses	Look could be improved
Unique value	Addressing vulnerability through planning
Keywords	Safeguards, addressing vulnerability, planning
Reach	Self-advocates and families

Item 2.	Description
Name	Making my own decisions
Website	https://cid.org.au/resource/er-sdm-framework/
Organisation	Council for Intellectual Disability
Aspect	Supported decision-making
Location	Australia
Designed for	People with intellectual disability
Audience	Consumer+
Format	Videos and PDFs
Relevance rating	Highly relevant
Relevance	Relevant for building knowledge and confidence to take control of supports (messages include 'listen to me', 'I deserve to be heard')
Quality rating	Exemplar
PWD input	Yes
Accessibility	Multiple formats including Easy Read, videos, conversation cards
Strengths	Messaging, number of modalities
Weaknesses	Does not specifically address services or safety
Unique value	Messaging and formats and co-designed
Keywords	Rights, supported decision-making, taking control
Reach	People with intellectual disabilities and supporters

Item 3.	Description
Name	Personalised care and support planning tool
Website	https://www.thinklocalactpersonal.org.uk/personalised-care-and-support-planning-tool/
Organisation	Think Local Act Personal
Aspect	Self-management
Location	UK
Designed for	People using personalised care and support
Audience	Consumer+
Format	Video/conversation with drop-down menus and personal stories
Relevance rating	Somewhat relevant
Relevance	Selected due to the way information is presented, rather than specific content
Quality rating	Exemplar
PWD input	Not specified
Accessibility	No accessibility features
Strengths	Modality
Weaknesses	Does not specifically address services or safety
Unique value	Best format seen, worth looking at adopting
Keywords	Personalisation, planning tool, self-management
Reach	Participants, supporters, and workers

Item 4.	Description
Name	Living more independently resource series
Website	https://www.housinghub.org.au/resources/article/living-more-independently-series
Organisation	Housing Hub and Mable
Aspect	Choice and control of home/living environment
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Videos and PDFs
Relevance rating	Highly relevant
Relevance	Covers critical aspects of knowledge needed to be an SDA resident/consumer
Quality rating	Good
PWD input	Some co-design aspects
Accessibility	Video with subtitles and guides – could add more accessibility components
Strengths	Rights information focus, supporting people to understand rights including how to build a team, change your supports, documenting support needs, plus information for framing expectations of supports and communication with support workers
Weaknesses	Presumes a level of empowerment, could add self-advocacy, supported decision-making, speak up tools
Unique value	Could build new modules (e.g., rights, speaking up, giving feedback, where to go if not happy with your support workers, self-directing supports, feedback)
Keywords	Living independently, NDIS, managing workforce, taking control of home and living environment
Reach	Participants, supporters, and workers

Item 5.	Description
Name	SDA explainer video series
Website	https://www.housinghub.org.au/resources/category/sda-explainer-video-series?seeker=true
Organisation	Housing Hub
Aspect	Choice and control of home/living environment
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Videos and fact sheets
Relevance rating	Highly relevant
Relevance	Information about SDA including, what is SDA? Can I live in SDA? Are there different types of SDA? Who pays for SDA? How to get SDA funding? How support works in SDA? Where can I live?
Quality rating	Good
PWD input	Not specified
Accessibility	Video with subtitles and transcript – could add more accessibility components
Strengths	Good example of resources that could be built on
Weaknesses	Presumes a level of empowerment
Unique value	Great format and answers questions basic to SDA knowledge and rights
Keywords	SDA questions answered, NDIS
Reach	Participants, supporters, and workers

Item 6.	Description
Name	Job description for a support worker role
Website	J's Job Description: https://waindividualisedservices.org.au/wp-content/uploads/2019/03/Sample-job-description-for-J.pdf
Organisation	WA's individualised services (WAIS)
Aspect	Choosing supports
Location	Australia
Designed for	People using individualised supports
Audience	Consumer +
Format	PDF
Relevance rating	Highly relevant
Relevance	Information about what to put in a job description when hiring support workers which includes values, vision statement, duty statement, personal qualities, skills, and selection criteria
Quality rating	Good
PWD input	No information
Accessibility	No accessibility components
Strengths	Simplicity in the way expectations are documented
Weaknesses	Content good and format not user friendly
Unique value	Important foundation for ensuring when things do go wrong, the expectations are documented
Keywords	NDIS, individualised funding, choosing support
Reach	Participants, supporters, and workers

Item 7.	Description
Name	Make it known, make it better
Website	https://www.ndiscommission.gov.au/makeitknown
Organisation	NDIS Safeguards Commission
Aspect	Feedback/complaints
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	11 videos and 12 posters
Relevance rating	Highly relevant
Relevance	Key message 'every NDIS participant has the right to safe and quality NDIS supports and services, if you have a complaint, please raise it'
Quality rating	Good
PWD input	Some co-design elements
Accessibility	Accessible versions including Auslan. Aboriginal and Torres Strait Islander people and GLBTIQ
Strengths	Strong key messages, addresses a diverse audience
Weaknesses	Focus on complaints, not prevention
Unique value	Covers a range of issues in different modalities
Keywords	Right to privacy, safety, competence, honesty, integrity; raising concerns around quality and safety, violence, abuse, and neglect, preventing and responding to sexual misconduct and making a complaint
Reach	Participants, supporters, and workers

Item 8.	Description
Name	Understanding the complaints process
Website	https://www.ndiscommission.gov.au/participants/make-complaint/understanding-complaints-process
Organisation	NDIS Safeguards Commission
Aspect	Feedback/complaints
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Various formats
Relevance rating	Highly relevant
Relevance	Information and support for making a complaint to the NDIS Safeguards Commission about NDIS funded services, including types of complaints handled by the Commission, how to make a complaint, and timelines and resolution of complaints
Quality rating	Good
PWD input	Some co-design elements
Accessibility	Auslan, Easy Read, Braille, CALD , and 'Talk up; version for Aboriginal and Torres Strait Islander people
Strengths	Clear information on complaints process supported by accessible resources for diverse audiences
Weaknesses	Relies on consumer confidence in the NDIS Safeguards Commission
Unique value	Directly linked to the NDIS complaints process in relation to safety of services
Keywords	NDIS, complaints, safety, speak up
Reach	Participants, supporters, and workers

Item 9.	Description
Name	Making rights a reality
Website	https://www.secasa.org.au/programs-and-services/making-rights-reality/
Organisation	South-East Centre for Sexual Assault (SECASA)
Aspect	Getting help
Location	Australia
Designed for	People with cognitive or communication impairment or intellectual disability
Audience	Consumer +
Format	Website and PDFs, including 8 Easy Read booklets about sexual assault and family violence
Relevance rating	Highly relevant
Relevance	Information about sexual assault and abuse and what to do - see which includes include guidance on when sex is not ok, and making a statement to police https://casa.org.au/assets/Documents/mrr-making-a-statement-to-the-police.pdf .
Quality rating	Good
PWD input	Not specified
Accessibility	Yes, uses Scope communication resources
Strengths	Covers a range of topics relating to sexual assault and what to do
Weaknesses	Not an attractive format
Unique value	Important subject matter
Keywords	Reporting sexual assault, making a statement to police
Reach	Participants

Item 10.	Description
Name	Making a training video for a support worker
Website	https://www.summerfoundation.org.au/resources/making-a-training-video-for-support-workers/
Organisation	Summer Foundation
Aspect	Managing supports
Location	Australia
Designed for	NDIS participants
Audience	Consumer
Format	5 resources about making a video including a workbook, video plan and sample training videos
Relevance rating	Highly
Relevance	Support and practical information to create a video to guide for your support worker (specifying needs, preferences, and expectations)
Quality rating	Good
PWD input	Some co-design elements
Accessibility	No accessibility features
Strengths	Foundation for communicating support needs
Weaknesses	No accessibility features
Unique value	Unique training tool for people employing support workers
Keywords	Managing supports, NDIS, video guide
Reach	Participants, supporters, and workers

Item 11.	Description
Name	A charter of rights for people living in supported accommodation
Website	https://springhousing.org.uk/wp-content/uploads/2021/03/HOUSING-RIGHTS_STATEMENT-OF-RIGHTS_PAMPHLET-PRINT-FINAL.pdf
Organisation	Spring Housing
Aspect	Rights
Location	UK
Designed for	People living in supported accommodation
Audience	Consumer+
Format	PDF
Relevance rating	Highly relevant
Relevance	Resource on rights if you live in supported accommodation which covers the right to feel safe and protected, the right to decent living conditions, the right to clear information about supports, the right to security of property and the right to seek advice or to challenge
Quality rating	Good
PWD input	Not specified
Accessibility	Includes Easy Read poster
Strengths	Rights-based framework
Weaknesses	Would need to be adapted
Unique value	One of the only supported housing specific resources found
Keywords	Rights, supported accommodation
Reach	Participants, supporters, and workers

Item 12.	Description
Name	How support works in SDA
Website	https://www.housinghub.org.au/resources/article/how-does-support-work-in-sda?cs=sda-explainer-video-series
Organisation	Housing Hub
Aspect	Rights
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Videos and PDFs
Relevance rating	Highly relevant
Relevance	Provides information about the right to choosing supports for people living in SDA, including information about changing who supports you if you are not happy and changing where you live if where you live doesn't meet your needs
Quality rating	Good
PWD input	Not specified
Accessibility	YouTube with transcript and fact sheet
Strengths	Direct relevance to the topic
Weaknesses	Accessibility features
Unique value	Makes a connection between SDA/SIL and employing your own support workers (i.e., choice about who you employ and how to change things you are not happy with)
Keywords	SDA, rights, choosing supports, changing where you live
Reach	Participants, supporters, and workers

Item 13.	Description
Name	Self-advocacy for the NDIS – learning hub
Website	https://www.imha.vic.gov.au/self-advocacy-ndis
Organisation	Independent Mental Health Advocacy Service (IMHA)
Aspect	Self-advocacy
Location	Australia
Designed for	NDIS participants with psychosocial disability
Audience	Consumer+
Format	Workbook, eLearning modules, toolkit
Relevance rating	Highly relevant
Relevance	My identity and keeping myself safe in the NDIS context (https://www.imha.vic.gov.au/my-identity-and-keeping-myself-safe-2) (e.g., right to freedom of expression, the right for sexual orientation, and gender identity to be respected)
Quality rating	Good
PWD input	Co-designed workbook
Accessibility	Limited accessibility components
Strengths	Broad content
Weaknesses	Access to learning hub eLearning modules requires you to subscribe
Unique value	Only resource found specific to psychosocial disability
Keywords	NDIS, psychosocial disability, self-advocacy
Reach	Participants, supporters, and workers

Item 14.	Description
Name	Self-advocacy tools
Website	https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/
Organisation	Voices Together
Aspect	Self-advocacy
Location	Australia
Designed for	People with disabilities
Audience	Consumer
Format	Websites and PDFs
Relevance rating	Highly relevant
Relevance	Toolkits and resources on how to speak up for change, how to deal with bullying (also see my rights at home game: https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/resources/self-advocacy-resources/fun-activities/)
Quality rating	Good
PWD input	Some co-design elements
Accessibility	Easy Read
Strengths	Practical 'how to' resources
Weaknesses	Not specific to SDA or NDIS
Unique value	Provides a practical example of self-advocacy resources related to rights
Keywords	Self-advocacy, rights
Reach	Consumer

Item 15.	Description
Name	Speak up resources
Website	https://www.ndiscommission.gov.au/speakup#paragraph-id-3112
Organisation	NDIS Safeguards Commission
Aspect	Speak up/communication
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Multiple formats including bookmark, Easy Read brochure, fact sheet, and posters
Relevance rating	Highly relevant
Relevance	Resources to empower people to speak up about the quality and safety of NDIS supports and services, including key messages, 'you have the right to feel safe and receive quality services and support from your NDIS providers', and 'If you need to speak up, speak to us'
Quality rating	Good
PWD input	Some co-design elements
Accessibility	Auslan, Easy Read, Braille, and CALD. 'Talk up; version for Aboriginal and Torres Strait Islander people
Strengths	Key information framing rights and expectations in relation to support workforce and practical resources to encourage people to speak up
Weaknesses	Doesn't target SDA or supported accommodation specifically
Unique value	Good range of resources with a range of accessibility and culturally accessible components
Keywords	NDIS, Speak up, complaints, rights, services
Reach	Participants, supporters, and workers

Item 16.	Description
Name	Ways to be heard when the NDIS isn't working for you
Website	https://www.peerconnect.org.au/stuff-peer-networks-talk-about/implementing-your-ndis-or-other-funded-plan/ways-get-help-speaking-when-personfamily-are-not-happy/
Organisation	Peer Connect
Aspect	Speak up/communication
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Website - 10 tips for self-advocating in the NDIS, including quick guide - 'getting help, speaking up')
Relevance rating	Highly relevant
Relevance	Guide to speaking up for yourself or for something you believe in, communicating feelings including speaking up to describe yourself, to ask a question or to ask for help and knowing your rights and responsibilities
Quality rating	Good
PWD input	Not specified
Accessibility	No accessibility components
Strengths	Tips for self-advocacy
Weaknesses	Minimal formats
Unique value	Encourages communication around rights
Keywords	NDIS, rights, speak up, self-advocacy
Reach	Participants, supporters, and workers

Item 17.	Description
Name	Being and keeping safe (Module 8 'Be a boss')
Website	https://waindividualisedservices.org.au/online-courses/be-a-boss/resource-contents-page/#module8
Organisation	WAIS
Aspect	Staying safe
Location	Australia
Designed for	NDIS participants
Audience	Consumer
Format	6 videos and 3 downloads
Relevance rating	Highly relevant
Relevance	Includes training on principles and practicalities of managing your own workforce of support workers - feeling safe, keeping safe, recruiting safely, quality support, bullying, where to get help, rights regarding restrictive practices and family violence fact sheet
Quality rating	Good
PWD input	Not specified
Accessibility	Includes subtitled videos and Easy Read fact sheet
Strengths	Comprehensive information
Weaknesses	Website could be improved
Unique value	Links safety to employing workforce
Keywords	NDIS, staying safe, workforce
Reach	Participants

Item 18.	Description
Name	Staying Safe project
Website	https://valid.org.au/resources-and-media/online-media-and-videos/valid-videos/
Organisation	Valid
Aspect	Staying safe
Location	Australia
Designed for	People with intellectual disability
Audience	Consumer+
Format	21 videos and resources about staying safe (and booklet 'staying safe')
Relevance rating	Highly relevant
Relevance	Videos and resources on aspects of staying safe with focus on specific aspects of abuse (financial abuse, neglect, emotional, physical, sexual abuse), human rights, speaking out, self-advocacy and solutions
Quality rating	Good
PWD input	Some co-design elements
Accessibility	More than one accessibility component including Easy Read videos and booklet
Strengths	Comprehensive and on topic
Weaknesses	Some of the resources are othering, voice overs are not from people with disability and material confronting
Unique value	Comprehensive
Keywords	Staying safe, rights, self-advocacy
Reach	Participants, supporters, and workers

Item 19.	Description
Name	Your rights as an NDIS participant
Website	https://www.ndiscommission.gov.au/participants/your-rights-ndis-participant
Organisation	NDIS Safeguards Commission
Aspect	Taking control of NDIS services/supports
Location	Australia
Designed for	NDIS participants
Audience	Consumer+
Format	Multiple formats
Relevance rating	Highly relevant
Relevance	Information for consumers about rights relating to NDIS services based on code of conduct for providers and workers (covering respect, privacy, safety, quality supports and services, competency, honest, violence, abuse, and misconduct)
Quality rating	Good
PWD input	Some co-design elements
Accessibility	Includes Easy Read version of code of conduct
Strengths	Outlines rights with regards to workforce
Weaknesses	Relies on consumer confidence in the NDIS Safeguards Commission
Unique value	Making rights transparent re NDIS workforce
Keywords	Rights, NDIS, code of conduct, workforce
Reach	Participants, supporters, and workers

Item 20.	Description
Name	A guide to employing your own support workers
Website	https://www.manawanui.org.nz/en-US/services/self-managing/
Organisation	Manawanui
Aspect	Direct employment
Location	New Zealand
Designed for	Individualised funding participants
Audience	Consumer+
Format	Handbook/manual/guide, includes templates, checklists, and letters of offer guide (note, there is no link to PDF on the site – resource needs to be ordered)
Relevance rating	Highly relevant
Relevance	Information to individualised funding recipients about employing your own support workers, based on the work by My Place WA - from planning to employ your own support workers, to preparing a job description and budget to legal obligations, choosing the best applicant, and interviewing to terminating employment
Quality rating	Good
PWD input	Not specified
Accessibility	No accessibility components
Strengths	Complete manual
Weaknesses	Not sure
Unique value	Comprehensive framework for building capacity to employ support workers
Keywords	Job description, legal obligations, choosing the best applicant
Reach	Participants, supporters, and workers