



myEmpowerPlan

NDIS SUPPORT SPECIALISTS



Your Rights and Responsibilities

Understanding what you can expect from us - and what we ask of you.



Your Rights as an NDIS Participant



The Right to Make Decisions: You are in charge of your supports. We will give you clear information and honest advice, but every decision about your services is yours to make. We will never pressure you or make decisions on your behalf without your consent.

Bring a Support Person: You can bring a family member, carer, friend or advocate to any meeting or conversation with us at any time.





Access an Interpreter: You can bring a family member, carer, friend or advocate to any meeting or conversation with us at any time.

Privacy and Confidentiality: Your personal information is collected and stored in line with the Privacy Act 1988 and the NDIS Practice Standards. We only share your information with your consent, or when we are legally required to do so. You have the right to access the information we hold about you at any time.



Be Kept Informed: You have the right to know what is happening with your supports, your funding, and any decisions that affect you. We will communicate with you openly and in a way that makes sense to you.

Exit our Services Freely: You can choose to stop using our services at any time. We will never create barriers to you leaving, and we will support a smooth transition to another provider if that is what you want.



Make a complaint Without Fear: If something is not right, you have the right to tell us. You will not lose your services or be treated differently for making a complaint. You can also contact the NDIS Commission directly at any time — 1800 035 544.

Access Advocacy: You have the right to access a free, independent disability advocate at any time. An advocate can speak on your behalf, help you navigate the system, or support you through a complaint.



Be Treated with Dignity: You have the right to be treated with respect, dignity and sensitivity to your individual values, cultural background, identity and lived experience — in every interaction with our team.



What We Ask of You

To help us deliver the best possible service, we ask that you:

- Keep your contact details updated so we can reach you when needed
- Let us know if your needs or circumstances change so we can adjust your supports
- Respond to our communications in a reasonable timeframe to keep your services running smoothly
- Treat our staff with respect just as we commit to treating you
- Tell us if something isn't working so we can fix it before it becomes a bigger problem
- Let us know if you want to change or end your services so we can plan the transition properly



Our Responsibilities to You

We are committed to:

- Acting in your best interests at all times — your goals and wellbeing come first
- Following the NDIS Code of Conduct including acting with integrity, honesty and transparency
- Protecting your privacy and keeping your information secure
- Communicating clearly and in a way that works for you
- Responding to complaints promptly and without negative consequences to your services
- Maintaining qualified, screened staff who are trained to deliver safe, quality services
- Continuously improving our services based on your feedback and experience

Need to know more about your rights? The NDIS Commission has a full guide to participant rights at [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

You can also call us anytime on [0479 082 894](tel:0479082894)