



Service Charter

Putting people with disability at the centre of everything we do.

CLIENT CHARTER

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Introduction

Australians want to optimise the independence and full participation of people with disabilities in our community. We are pioneering a new way to do this, the National Disability Insurance Scheme (NDIS).

The NDIS aims to improve people with disabilities' access to personalised, high-quality, innovative supports and services. A specific focus is enhancing the independence, social, and economic participation of people with disabilities and their carers.

About Us

The National Disability Insurance Agency (NDIA) assists people with disabilities, their families, and their carers in participating in the NDIS.

Our role is to connect people with information and resources and offer guidance as they plan for, select and use the supports, services and community activities they need.

Most importantly, we put people with disability - current and future - at the centre of everything we do.

We welcome, respect and include diverse cultures, perspectives and life experiences as we develop our service.

Who We Serve

Together with the Australian community, including Federal and State Governments and service providers, we are working to build a national scheme that is fair, effective and financially viable so that many more people can benefit from it in the years ahead.

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The NDIS is currently being trialled in several locations around Australia. In each trial site, we serve people with disabilities who are eligible to participate in the NDIS, including those who may benefit from early intervention.

We also serve families, carers and representatives of people with disabilities and those who need information about the NDIS or other disability-related services available in these communities. This includes people who may not be eligible for the NDIS.

As we move from a series of trials to a national scheme, we expect the NDIA's services will expand to reach more than 460,000 Australians with disability.

Our Service Commitments

We work with people with disabilities and those who are important to them to develop and implement individual plans to help them achieve their goals.

We will:

- Provide choice and control in accessing the most appropriate supports and services
- Provide support to become more independent and included in the community
- Recognise and uphold informal support and care arrangements
- Welcome, respect and value feedback
- Raise awareness and knowledge in the community on how to support people with disability.

These commitments were developed per the UN Convention on the Rights of Persons with Disabilities and the National Disability Standards. They also reflect feedback from many people involved in the recent NDIS trials.

All NDIA employees are responsible for ensuring that we deliver on these commitments. Our Service Charter Action Plan describes our approach and the standards we are working towards.

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We will share details of our progress and performance in our Annual Report.

How Can You Help Us

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

- About you, including any special requirements or if anything changes, like your contact details.
- About other people we can work with to better assist you.
- If you need clarification on any information we provide.
- In advance, if you cannot attend a meeting with us.
- Your ideas, suggestions and feedback so we can improve our service.

These simple steps will help build long-term relationships of understanding and trust. We will listen, respond and ask for your support and respect for our team as we work together.

Working With An Advocate

If you need more support in making decisions about the NDIS and working with the NDIA, detailed information about Advocacy Services is available on our website.

Privacy

We respect and protect the privacy and dignity of people with disability. We collect, store and update personal information to assist in providing services to meet their unique needs. This is done with strict confidentiality, guided by our Privacy Policy.

We Welcome Feedback

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We want to provide an excellent service today and in the future. To ensure we do this, we have a strong focus on listening to people with disability – and those important to them – to learn from their experiences, whether they are good or bad. Together, we all play an important role in helping to develop the NDIS for all Australians. We respect and value feedback and encourage people to share their concerns, compliments and suggestions with us.

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You Can:

- Contact your local office by phone or in person

We will take your call or see you immediately whenever possible if the person you want to talk to is unavailable. In that case, you can leave a message, and we will ensure they, or an NDIA representative, call you back within two business days. If a face-to-face meeting is preferred, we will make time to meet.

- Send an email to feedback@ndis.gov.au

We will acknowledge your feedback via email within the next business day.

- Call the NDIA on 1800 800 110

We will assist you straight away.

Please ring this number for a crisis or emergency related to your NDIS experience. For other emergencies, please call 000.

Together, we all play an important role in helping to develop the NDIS for all Australians.

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Help us build a better service and NDIS.

We also regularly conduct focus groups, telephone surveys, and questionnaires and invite you to participate in them as an additional way of providing feedback.

Making A Complaint About Our Service

We aim to understand and resolve concerns before they become complaints quickly.

If you would like to make a formal complaint about the National Disability Insurance Scheme or the National Disability Insurance Agency, there are several ways to do this:

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- Talk to our staff at your local office. They will try to fix your complaint on the spot.
 - Call us on: 1800 800 110
 - Email your complaint to us at feedback@ndis.gov.au
 - Send a letter to:
 - Customer
- Complaints:
- NDIA GPO Box 700, Canberra ACT 2601 C

You can use a form to help describe your complaint. This form is available at our offices or on our website.

We will work with you and those important to you to resolve your complaint.

Different types of complaints can be managed in various ways, and the team member assisting you can provide information about the best way to resolve them.

Our Approach Is To:

- Take immediate action if it appears that there is a high risk of harm, neglect or abuse.
- Acknowledge complaints within the next business day after we receive them.
- Contact you within two business days of acknowledgement.
- We resolve 90% of complaints within 21 business days of receipt. However, more complex complaints may take longer to address.
- Keep you informed about the progress of your complaint at every stage.
- Publish information on our complaints management performance.
- We will contact you to talk to you or your representative about your complaint and may seek more information to help us better understand it.

With your permission, we will contact relevant people within the NDIA, provide them with details of the complaint and ask for their feedback or comments. We will let you know what they say regarding your complaint and discuss how best to resolve it.

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If you are not satisfied with the approach or outcome of your complaint, you can ask a supervisor or manager to review your complaint and how it was handled.

If you are unsatisfied with how your complaint was managed, you may seek assistance from the Commonwealth Ombudsman.

You can:

- Call the office of the Ombudsman on: 1300 362 072
- Visit the website: [Commonwealth Ombudsman Website – Making a Complaint Page](#)

The Values That Guide Our Work

The commitments we make in our Service Charter are based on five values that guide all the actions and decisions of the NDIA.

- **Assurance:** We are committed to ensuring certainty of funding for high-quality, equitable and effective supports that respect the diversity of all people with disability.
- **Empowerment:** We work locally and in partnership with participants, their families, and carers to ensure they have choice, control, and a voice in determining the supports, services, and community activities they need in their lives.
- **Responsibility:** We share a mutual responsibility with participants, the community, and providers to provide high-quality supports that maximise potential, independence, integration, and inclusion in the community.
- **Learning:** We see each task and interaction as an opportunity to learn and improve performance. We ask for and act on feedback, and constantly evaluate our performance.
- **Integrity:** We aim to be fair and transparent. We will do as we say and say as we do to build trust and respect among people with disabilities, their families and carers, employees, providers and the community.

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As employees of the Australian Public Service, our people are committed to providing impartial advice and efficient and innovative service; being open and accountable to the Australian community; being respectful of all people, including their rights and their heritage; being ethical; demonstrating trustworthy leadership and acting with integrity.

More information and a detailed contact listing

Visit our website for more information on the NDIS and the NDIA. The “Contact us” section provides more details on translations and accessibility.

Tracking our performances and progress

Senior leaders within the NDIA review progress against our Service Charter commitments quarterly. Results and opportunities for improvement will be published in our Annual Report.

Updates to the Charter will be considered annually, considering feedback from people with disabilities, their families, carers, and representatives.

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- Call NDIA on **1800 800 110**
- Visit the [National Disability Insurance Scheme Website](#)