

The NDIS Charter of Participant Rights

The **NDIS Charter of Participant Rights** outlines the rights of participants to ensure they are treated with respect, dignity, and fairness while accessing NDIS services. These rights are central to empowering individuals to have control over their supports and to achieve their goals. Below is an overview of the key rights enshrined in the NDIS Charter of Participant Rights:

1. Respect for Individual Worth and Dignity

Participants have the right to:

- Be treated with respect, courtesy, and dignity, regardless of their background, identity, or abilities.
- Have their cultural, linguistic, and personal values and preferences recognised and respected.

2. Freedom from Abuse, Neglect, and Exploitation

Participants have the right to:

- Access services in an environment free from harm, abuse, neglect, exploitation, or discrimination.
- Report concerns about safety and have them addressed promptly and fairly.

3. Access to Information

Participants have the right to:

- Receive clear, accurate, and accessible information about their NDIS plan, services, and supports.
- Be informed about their choices and the implications of decisions they make.

4. Choice and Control

Participants have the right to:

- Make decisions about their supports, who delivers them, and how they are delivered.
- Access supports that promote their independence and empower them to achieve their goals.

5. Participation and Inclusion

Participants have the right to:

- Be included in their community and have opportunities to participate in social, economic, and cultural activities.
- Access services that are tailored to their individual needs and goals.

6. Privacy and Confidentiality

Participants have the right to:

- Have their personal information collected, used, and stored securely and confidentially.
- Control how and with whom their information is shared, except when required by law.

7. Advocacy and Support

Participants have the right to:

- Access advocacy services to assist with decision-making and ensure their rights are upheld.
- Appoint a representative or advocate to act on their behalf if they choose.

8. Feedback and Complaints

Participants have the right to:

- Provide feedback or make complaints about their services or supports without fear of reprisal.
- Have their complaints addressed fairly, transparently, and in a timely manner.

9. Equity and Non-Discrimination

Participants have the right to:

- Access supports and services without discrimination based on gender, age, ethnicity, religion, disability, sexual orientation, or any other characteristic.
- Expect fairness and equality in all interactions with NDIS providers and workers.

10. Collaboration and Partnership

Participants have the right to:

- Be active partners in the planning and delivery of their supports.
- Work collaboratively with service providers to ensure supports align with their preferences and goals.

Legislative and Practical Support

These rights are grounded in:

- **NDIS Practice Standards**
- **NDIS Code of Conduct**
- **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**

The Charter ensures that NDIS participants are not just recipients of services but active contributors to their care and support, with their rights and dignity always upheld.