



**NDIS Quality
and Safeguards
Commission**



Participant Pack

Version: Apr 2025

Acknowledgement

The NDIS Commission carries out its work on the traditional lands of First Nations peoples. We pay our respects to Elders past, present and future, and we acknowledge the ongoing endurance and resilience of First Nations people including First Nations people with disability. We carry out our work so that we may contribute to a more just and inclusive Australia.

| Artwork by Presten Warren

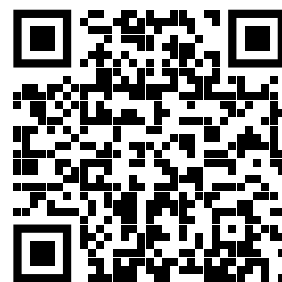


About the Participant Pack

This *Participant Pack* is an introduction to the NDIS Commission and how we support the rights of NDIS participants.

The pack is for people with disability as well as anyone who supports them or acts on their behalf, such as:

- ◆ family members
- ◆ guardians
- ◆ support workers
- ◆ advocates.



▲ Learn more
or download
digital resources

This information is also available in **braille** and **Easy Read**, and you can view an online version on our website.

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Role of the NDIS Commission

The NDIS Quality and Safeguards Commission (also known as the NDIS Commission) is an independent Australian Government regulator.



What we do

- ◆ Improve the quality and safety of NDIS supports and services.
- ◆ Make sure NDIS providers and workers are doing a good job and let you know when they are not.
- ◆ Regulate and register NDIS providers.
- ◆ Take complaints when NDIS providers or workers do the wrong thing.
- ◆ Respond to concerns, complaints and reportable incidents, including abuse and neglect of NDIS participants.



We are **not** the NDIA

The National Disability Insurance Agency (NDIA) is a separate government agency that manages:

- ◆ plans
- ◆ payments
- ◆ access to the NDIS
- ◆ allegations of fraud.

Contact the NDIA

Phone: 1800 800 110

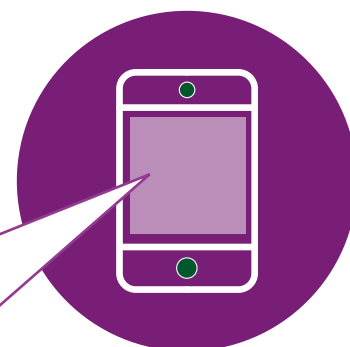
Email: enquiries@ndis.gov.au



How to contact us

- ◆ Phone **1800 035 544** (free call from landlines)
- ◆ Email contactcentre@ndiscommission.gov.au
- ◆ Text Telephone TTY 133 677
- ◆ Translating and Interpreting Service 131 450
- ◆ National Relay Service and ask for 1800 035 544

Our website is www.ndiscommission.gov.au



Your rights

You have the right to be **safe**.

You also have the right to **receive quality supports and services** from NDIS providers and workers.



Quality is about receiving good services that:

- ◆ meet your needs
- ◆ give you choice and control.

The NDIS Commission works to uphold your rights. This includes the right to:

- ◆ dignity and respect
- ◆ access supports and services
- ◆ live free from abuse, exploitation and violence.

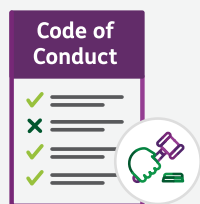


How we support your rights

- ◆ We help make NDIS supports and services better.
- ◆ We register providers to make sure the supports and services they give meet certain standards which makes them safe and good.
- ◆ Some providers must be registered based on the NDIS supports and services they deliver. Not every provider needs to be registered.
- ◆ Both registered and unregistered providers need to follow the same guidelines about how providers and workers must behave and treat you.
- ◆ When providers and workers do the wrong thing, we can stop them from working with people with disability.
- ◆ We help make sure workers are suitable for some roles.

Provider and worker obligations

NDIS Code of Conduct



The NDIS Code of Conduct (the Code) is a list of rules about how all providers (registered and unregistered) and workers must behave and treat you.

The Code helps you understand:

- ◆ what 'good support' looks like
- ◆ what you can expect from the NDIS providers and workers who deliver your supports and services
- ◆ if something is wrong, and whether you might need to speak to your provider or the NDIS Commission.

The Code is about respect, safety, quality, honesty and fairness.



Respect

Providers and workers must **respect your right** to:

- ◆ be who you are
- ◆ be in control of your own life
- ◆ make decisions.

Providers and workers must also respect your **privacy**.



Safety and quality

When providers and workers deliver your supports and services, they must:

- ◆ keep everyone **safe**
- ◆ do a **good job**.

Providers and workers must speak up if something might affect the safety or quality of a support or service.

They must do their best to protect you from:

- ◆ violence
- ◆ abuse
- ◆ neglect
- ◆ exploitation
- ◆ sexual misconduct.



Honesty and fairness

Providers and workers must:

- ◆ be **honest**
- ◆ do the right thing – for example, be responsible for their actions
- ◆ be clear about their work and what you can expect from them.

This includes charging you a **fair price** for supports and services.

Providers cannot ask NDIS participants to pay more than people who are not NDIS participants for the same support or service unless they have a good reason.

What to do if you think you are being charged an unfair price

1. **Do a price check:** Go online and search for the same or similar products.
2. **Check your service agreement or invoice:** This will list all the supports or services the provider needs to deliver. If you do not have one, ask your provider for a copy.
3. **Talk to your provider:** If you're comfortable speaking with your provider, ask them to explain any price differences – they should be able to give you a good reason.
4. **Contact the NDIS Commission** if you cannot resolve the issue with your provider.
Email contactcentre@ndiscommission.gov.au



Other important contacts

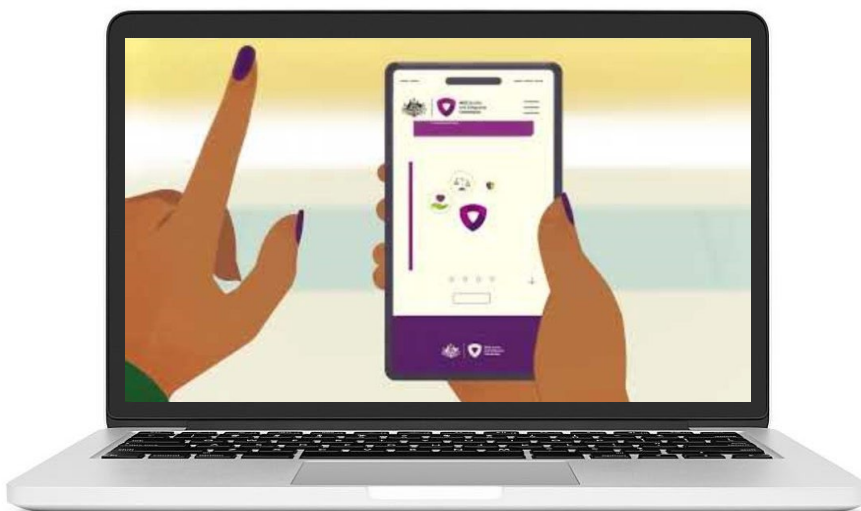
Unfair business practices

If you believe an NDIS provider is using unfair business practices or if you think you have been misled, call the Australian Competition and Consumer Commission on 1300 302 502



Fraud

If you think a provider is getting a benefit (or causing a loss) by being dishonest, call the NDIS Fraud Reporting and Scams Helpline on 1800 650 717 or email fraudreporting@ndis.gov.au



See a video about the Code of Conduct



Concerns about providers or workers

If you have a concern about the safety or quality of NDIS supports or services, it's important to let the provider or the NDIS Commission know.

Start by talking to the provider, if you feel comfortable doing so.

Providers must make you feel safe and comfortable to discuss issues with them.

They must not threaten you for raising a concern or complaint.

If you do not want to speak with your provider, or you're not happy with how they addressed your issue, contact the NDIS Commission.

Make a complaint to the NDIS Commission

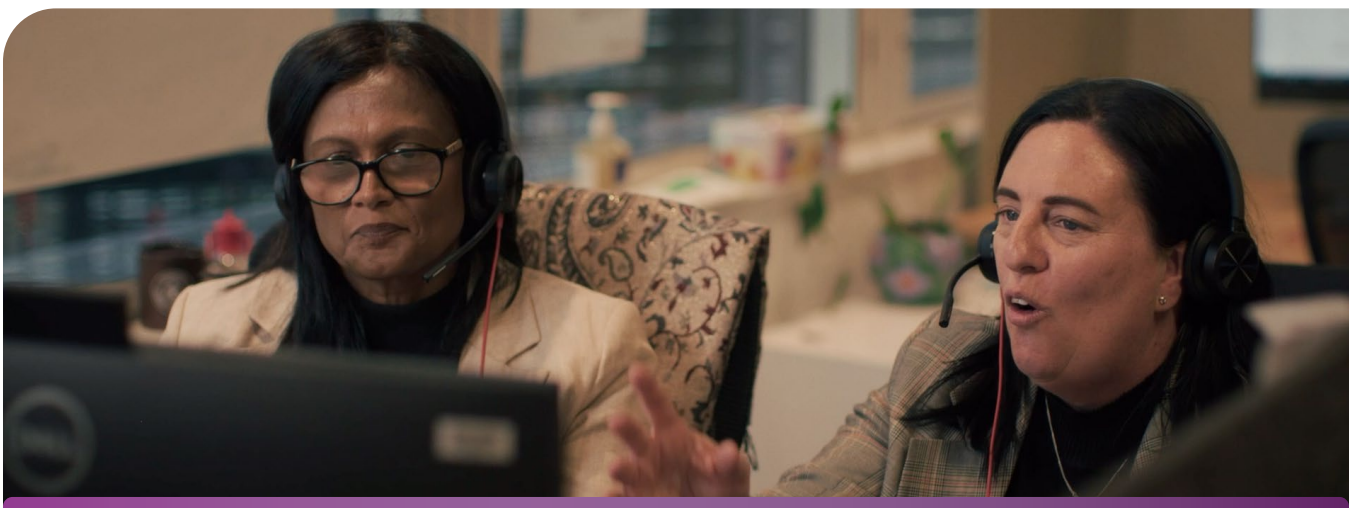
Types of complaints we handle

We take complaints about whether an NDIS support or service meets safety and quality standards.

This includes when:

- ◆ something has gone wrong
- ◆ something is not working well
- ◆ something has not been done the right way
- ◆ something makes you unhappy
- ◆ you think you have been treated badly
- ◆ you think you have been charged an unfair price for a support or service.

Complaints can be anonymous or confidential.



How to make a complaint

You can call us or make a complaint on our website.

Our phone number is **1800 035 544**.

Our website is www.ndiscommission.gov.au

You can ask someone to help you make a complaint to us, such as:

- ◆ a family member
- ◆ a friend
- ◆ someone who helps you speak up for yourself (for example, an advocate or guardian).

You don't have to tell us your name.

You'll need to tell us:

- ◆ who and what your complaint is about
- ◆ what happened after you contacted the provider or worker
- ◆ what you think should happen to resolve your complaint.

Make a
complaint
online now



What we cannot help you with

We cannot help with complaints about:

- ◆ access to the NDIS
- ◆ NDIS funding
- ◆ plan management.

You'll need to contact the **National Disability Insurance Agency (NDIA)** on 1800 800 110.



Self-managed participants



If you manage your NDIS funding, you can:

- ◆ choose your supports and services
- ◆ employ staff
- ◆ use registered or unregistered providers (however, there are services that can only be provided by registered providers, such as specialist behaviour support).

Using unregistered providers

Only self-managed or plan-managed NDIS participants can choose to get supports and services from unregistered providers. If a plan is both agency and self-managed, the self-managed portion of funds can be used for unregistered providers.

If you're planning to use an unregistered provider, we recommend that you check that their workers have completed an NDIS Worker Screening Check. A clearance says that the person is deemed safe to work with people with disability.

The NDIS Commission maintains the **NDIS Worker Screening Database** – a list of all NDIS workers who have completed or applied for a Worker Screening Check. You'll need to apply for access to the database through the NDIS Commission website.

Find a provider

The NDIS Commission manages the Provider Register. It includes:

- ◆ all registered NDIS providers
- ◆ individuals and businesses that are banned or have sanctions against them.

Hiring capable workers

The **NDIS Workforce Capability Framework** describes the attitudes, skills and knowledge expected of all workers funded under the NDIS.

You can use the Framework to help you find and guide your supports.

Tools and resources for NDIS participants

The NDIS Commission website has a range of resources for NDIS participants, including those mentioned on this page.

Visit our website:

www.ndiscommission.gov.au

Notes

Handwriting practice lines consisting of 18 horizontal dotted lines.





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