



NDIS Quality  
and Safeguards  
Commission

# Participant information pack

NDIS Quality and Safeguards  
Commission



---

## Contents

How to contact us .....	3
What is the NDIS Quality and Safeguards Commission’s role? .....	4
Choosing quality and safe supports .....	11
NDIS management plan.....	20
Making a complaint.....	27
Questions or more support .....	36

---

## How to contact us

**If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.**



### Phone the NDIS Commission

- 1800 035 544 (free call from landlines)
- Our contact centre is open 9.00am to 5.00pm (9.00am to 4.30pm in the NT), Monday to Friday, except public holidays.



### Visit the NDIS Commission website

- Complete the complaints form on our website:

<https://www.ndiscommission.gov.au/participants/complaints>



### Text Telephone TTY

- Call 133 677



### Translating and Interpreting Services (TIS National):

- Call 131 450

### National Relay Service:

- <https://internet-relay.nrscall.gov.au/>
- Ask for 1800 03 55 44



### Write to the NDIS Commission

- PO Box 210  
Penrith NSW 2750



**NDIS Quality  
and Safeguards  
Commission**

## What is our role?



The NDIS Commission wants to make things better for NDIS participants.



**NDIS Quality  
and Safeguards  
Commission**

We're part of the Australian Government but work separately from the NDIS.



As an NDIS participant, you have rights.



You have the right to:

- be safe
- be respected



- receive good quality services



- achieve your goals.



We help you and listen when you're not happy.



It's always OK to speak up.



We work with NDIS providers to make sure things are done the same way across Australia.



We explain:



- what they need to do
- the rules to follow.



We work to see if NDIS providers are registered and doing a good job.

We want NDIS providers to follow the NDIS:



- Code of Conduct



- Practice Standards.



If NDIS providers don't follow the rules they can get in trouble.



We can stop them from providing NDIS services. We can take away their registration.



You can complain to us if you're unhappy with your services or feel unsafe. It's OK to speak up.



We also work with your family, friends and carers. It's OK for them to speak up to let us know if you're not happy or safe.



We listen to problems and complaints and help fix them.



You can contact us with questions. Your family, friends and carers can too.



We have information on our website about other ways to contact us. There's more than one way.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.

### Find out more



We have more information on our website about:



- the NDIS Commission



- what it means for you





- when the NDIS starts in your state or territory.



[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



You can also call us.

**1800 03 55 44**

It's free to phone us on landlines.

---

The NDIS started working in:



- New South Wales and South Australia on 1 July 2018



- Queensland, South Australia, Victoria, Tasmania and Northern Territory on 1 July 2019.



- Western Australia on 1 December 2020



**NDIS Quality  
and Safeguards  
Commission**

## Choosing quality and safe supports



As an NDIS participant, you have the right to receive good quality services and be safe.



You have the right to achieve your goals too.



It's important to choose an NDIS service provider who will help.



A service provider can be a person, business or organisation.



You can change providers if you're not happy.



The NDIS Commission wants to make things better for NDIS participants, no matter where they live.



We make sure service providers across Australia are doing a good job.



Some service providers are registered with us. These are called 'registered providers'.



We have a list of them on our website.



Some service providers aren't registered with us. These are called 'unregistered providers'.



It's our job to explain to all service providers:

- what they need to do



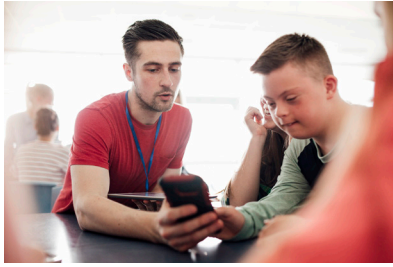
- the rules to follow



- what to do if you're not happy or safe.



We tell them to follow the Code of Conduct on how to behave.



This means being:

- honest
- fair
- respectful
- helpful.



We tell other groups to follow the Code of Conduct too:



- NDIS workers



- Local Area Coordinators



- Early Childhood partners.



If you don't feel happy or safe, you can speak up. It's always OK to speak up.



Anyone can complain for an NDIS participant who isn't happy or safe:

- you



- family



- friends



- carer.



Anyone can complain to:

- an NDIS service provider



- the NDIS Commission.



- It's free to complain.



Our complaints service is:

- fair







- independent.



If you're worried about how you'll be treated, we'll keep your complaint private.



It's our job to listen and help with all complaints.



Sometimes complaints are really serious.



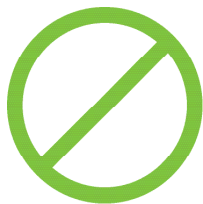
We have powers to act.



We can work with the police.



Sometimes service providers don't do their job.



They can be 'banned'



This means they can't provide NDIS services.



You can find a list of banned providers on our website.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.



## Find out more

You can phone us:

**1800 03 55 44**

It's free to call us on landlines.



We have more information on our website about:



- the NDIS Commission



- what it means for you

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



**NDIS Quality  
and Safeguards  
Commission**

## NDIS management plan



The NDIS Commission wants to make things better for NDIS participants.



As an NDIS participant, you have the right to receive good quality services and be safe.



You have the right to achieve your goals too.



All NDIS participants have a plan.



This plan says how you will spend your NDIS money (funds) to achieve your goals.



You can get NDIS services from a:

- person
- business
- organisation.



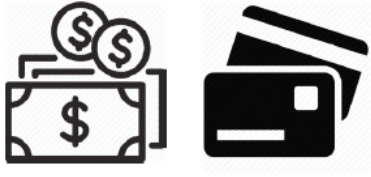
Your plan tells you what kind of service you can have.



You can use your money to pay for a service provider or someone you hire yourself.



Some service providers are registered with us. Some aren't.



There are different ways to manage your NDIS support.



You can choose to manage this yourself.



You can ask the National Disability Insurance Agency to pay for you.



You can ask someone else to pay for you.  
This is a Plan Manager.



You can also choose to combine ways.

---

It's our job to help NDIS participants:



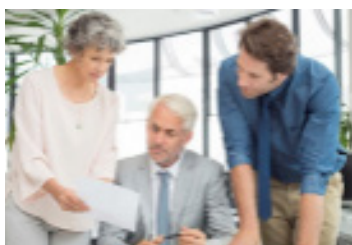
- receive good quality services



- be safe.



The NDIS Commission wants to make sure service providers are doing a good job.



We explain:



- what they need to do
- the rules to follow
- how to keep NDIS participants happy and safe.



All service providers must follow the Code of Conduct on how to behave.



- If you're not happy or don't feel safe you can complain to your service provider or to us.



Your friends, family and carers can too.



It's always OK to speak up.



---

## Find out more



We have more information on our website about:



- the NDIS Commission



- what it means for you



- our complaints service.



[www.ndiscommission.com.au](http://www.ndiscommission.com.au)



For information on how to manage your NDIS plan visit:

<https://www.ndis.gov.au/participants/how-planning-process-works>



You can phone us:

**1800 03 55 44.**

It's free to call us on landlines.



**NDIS Quality  
and Safeguards  
Commission**

## Making a complaint



As an NDIS participant, you have the right to:



- be safe
- be respected



- receive good quality services and support.



We work with NDIS providers to make sure they do a good job.



We explain:



- what they need to do
- the rules to follow.



It's our job to listen and help when you're not happy with your services.



It's always OK to speak up.

Anyone has the right to complain for you:



- family



- friends



- carer



- guardian.



A Disability Advocate can also help you make a complaint.



You can find the one closest to you on the Internet:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>



If you need an interpreter, you can get one for free.



You can find an interpreter on the Internet:

<https://www.tisnational.gov.au/>



When you're unhappy, you can talk to your NDIS provider first or someone you trust can.



We have free information on our website to help, like postcards. Use these when talking to providers.



You can find this information on:

[www.ndiscommission.gov.au/  
participantpackonlineform](http://www.ndiscommission.gov.au/participantpackonlineform)



If you don't want to talk to your service provider, you can talk to us.



NDIS Quality  
and Safeguards  
Commission

If you've talked to your service provider but aren't happy, you can complain to us.



Our complaints service is:



- free



- independent.



When you contact us, one of our complaints officers will:



- talk to who made the complaint



- understand what you want



- decide what to do.



If you're worried about how you'll be treated, we can keep your complaint private.



If you say it's okay, the complaints officer can talk to your NDIS service provider.



If the complaints officer needs more information, they'll let you know.





We try to fix problems by working with:



- you



- your NDIS provider.



Sometimes complaints are really serious.



We have powers to act.



We can even work with the police.



Everyone can choose how to make a complaint.



One way is to fill in the complaints form on our website:

<https://www.ndiscommission.gov.au/participants/complaints>



Another way is to phone us: **1800 03 54 44.**

It's free to call us on landlines.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.



Sometimes NDIS participants aren't happy with other organisations.



If you're not happy with your National Disability Insurance Agency funding or plan, contact them on their website:

<https://www.ndis.gov.au/contact>



If you're not happy with government departments, contact the Commonwealth Ombudsman for help.



You can contact them on their website:

<http://www.ombudsman.gov.au/what-we-do/working-with-people-with-disability>

## Find out more



We have more information on our website about:



- the NDIS Commission



- what it means for you.



[www.ndiscommission.com.au](http://www.ndiscommission.com.au)



**NDIS Quality  
and Safeguards  
Commission**

## Questions or more support



As an NDIS participant, you have the right to receive good quality services and be safe.



If you or anyone else has concerns about your NDIS support or services, ask for help.



It's OK to ask for help.



If you have questions or need more support, talk to people you trust.



This includes family or friends who can help you.



You can also talk to us, the NDIS Commission.



You can ask others for help too, including:



- appointed nominee from the National Disability Insurance Agency (NDIA)



- support coordinator



- Local Area Coordinator



- NDIA Planner



- Early Childhood Partner



- advocates



- advocacy groups



- service providers.



Anyone can contact us for general questions or to complain about NDIS services.



Everyone has choices on how to contact us.

---

## General questions or complaints



### Phone

**1800 035 544** (free call from landlines)



### Website

Complete the complaints form on our website:

**<https://www.ndiscommission.gov.au/participants/complaints>**



### Text Telephone TTY

**133 677**



### Translating and Interpreting Services (TIS National)

**131 450**



## **National Relay Service**

<https://internet-relay.nrscall.gov.au/>

Ask for **1800 03 55 44**



## **Mail**

NDIS Commission

PO Box 210

Penrith NSW 2750