

# Know your rights

As an NDIS participant, you have the right to:

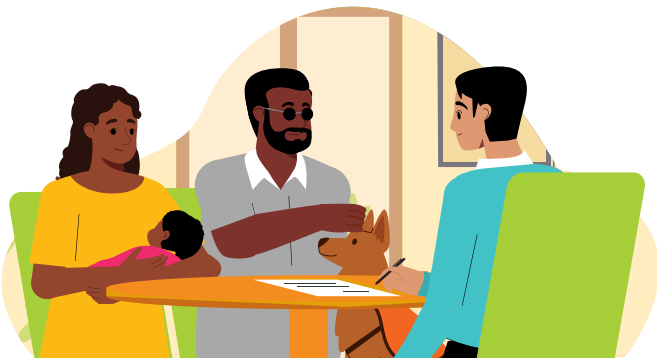
✓ Access quality services

✓ Make choices

✓ Have control over your NDIS plan and service agreement

✓ Choose the providers, supports and services that meet your needs

*Understanding your supports and services helps you make decisions that are best for you*



## 1 Transparency

You have the right to:

- Understand the services you are receiving.
- Understand your services, including fees and charges, wait periods and entitlements.
- Ask your provider for information about all the different parts of your support.

## 2 Fearless feedback

- Giving positive or negative feedback about your experience is important to improve your NDIS service.
- You have a right to give feedback without being afraid of unfair treatment, or that your services will be taken away.
- The NDIS feedback process is an open and safe space, where your voice matters.



## 3 Speak up

- You have the right to speak up; communication is important.
- If you are unhappy with a provider, service or support, say something straight away.
- Speak to your provider and tell them your experience.
- Speak up early to make sure you receive the information that meets your needs.



*Know your rights, speak up if something isn't right*



# How to give feedback step by step

Every provider is required to have a feedback and complaints process



START

  
I have a problem with my support and services



1. Identify the problem - If you are unhappy with your service or support you are encouraged to speak to your provider



2. Talk to your provider. You can provide feedback by email, by writing a letter, a phone call, with a relay service or in person



4. If your provider does not resolve your concern or complaint



3. The provider listens to your concerns and take steps to address it

Remember that free language support is available to talk to your provider. You can call the Translating and Interpreting Service (TIS) on **131 450** for help



5. Contact the NDIS Quality and Safeguards Commission on **1800 035 544** or email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



6. If the NDIS Quality and Safeguards Commission does not resolve your complaint



7. Contact the Commonwealth Ombudsman on **1300 362 072** [ombudsman.gov.au/complaints/how-to-make-a-complaint](https://ombudsman.gov.au/complaints/how-to-make-a-complaint)

FINISH



There are many different ways to provide feedback or make a complaint. Anyone can make a complaint to the NDIS Commission including NDIS participant, family member/ friend, NDIA appointed nominee, advocate, guardian or any other person who wishes to make a complaint.



The feedback and complaints process can take time.



## Key terms

**Commonwealth Ombudsman** - a government organisation that investigates complaints about Australian government agencies and some private industries. It is free, independent and they don't take sides.

**Complaint** - when you talk to someone because something has gone wrong with your supports and services. Complaints are more serious than feedback.

**Feedback** - when you tell someone about a problem; how they can do something better or something they have done well.

**Hidden Disabilities Sunflower lanyard** - is an international symbol for non-visible disabilities, also known as hidden disabilities or invisible disabilities. It's a discreet sign that the wearer has a hidden disability and may need additional support.

**Interpreter** - someone who speaks your language and helps you understand what someone else is saying.

**NDIS Code of Conduct** - sets out the minimum standards and responsibilities that NDIS participants and all Australians can expect of providers and workers delivering NDIS supports and services: [ndiscommission.gov.au/about/ndis-code-conduct](https://ndiscommission.gov.au/about/ndis-code-conduct).

**NDIS Quality and Safeguards Commission (NDIS Commission)** - an Australian government agency that upholds the rights and promotes the health, safety and wellbeing of people with disabilities receiving NDIS supports and services. They have powers to take action to protect the safety of NDIS participants. The service is independent and free.

**Service provider** - a person, business or organisation that delivers your supports. All service providers must: comply with the NDIS Code of Conduct; listen and respond to complaints.

**Telephone relay service or TTY** - a special device that lets you type messages into the phone instead of talking.

☎ 1800 555 660 | 📠 1800 555 690 | 📠 0416 001 350 | ✉ [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.

## Language support

You have the right to access free support in your language and providers must support your needs. You can call the **Translating and Interpreting Service (TIS)** on **131 450** for help.



[ssi.org.au/  
TheRightsPath](https://ssi.org.au/TheRightsPath)



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