

Easy Read version



# Know your rights in the NDIS



NDIS Quality  
and Safeguards  
Commission

**ssi** For equality  
of life.

## How to use this document



Settlement Services International (SSI) wrote this document.

When you read the word 'we', it means SSI.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 17.



This is an Easy Read summary  
of another document.

This means it only includes the most  
important ideas.



You can find the other document on our website.

[www.ssi.org.au/TheRightsPath](http://www.ssi.org.au/TheRightsPath)



You can ask for help to read this document.

A friend, family member or support person  
might be able to help you.

## What's in this document?

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# Your rights in the NDIS



**Rights** are rules about how everyone must treat you:

- fairly
- equally.



You have rights when you take part in the **National Disability Insurance Scheme (NDIS)**.

The NDIS provides services and support to people with disability.

## Your right to know your services

You have the right to know:



- how your services work



- what they will cost



- how long you will have to wait to use a service.

## Your right to give feedback



You have the right to give **feedback** to a service.



Feedback is when you tell someone what they:

- are doing well
- can do better.



You have the right to feel safe when you give feedback.



Your **provider** should not make you feel afraid to give feedback.



Providers support people with disability by delivering a service.

For example, your provider should not make you feel like:



- you will lose your services



- they will treat you badly.





Every provider must have a way for you to:

- give feedback
- make **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

## Your right to speak up

You have the right to:



- speak up if something isn't right



- tell your providers that you are unhappy.

# A guide to giving feedback and making a complaint



We made a guide that explains what happens when you:

- give feedback
- make a complaint.



The guide has 5 steps.

## Step 1 - Think about what you want to tell your provider

You might want to tell your provider about:



- something that happened



- a problem with their services



- what they could do better.

## Step 2 - Talk to your provider



It is important to share your experiences with your provider.



This will help them know how to make their services better.

You can share your feedback:



- in an email
- in a letter
- on the phone
- in person.



You can find support to contact a provider on page 15.

### Step 3 – Your provider listens



Your provider will listen to your feedback or complaint.

They should:



- think about what needs to change
- tell you what they will do to make that change.

### Step 4 – If your provider does not make a change



The **NDIS Quality and Safeguards Commission (NDIS Commission)** can help you when a provider does not make a change.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



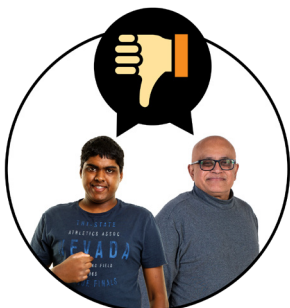
You can call them.

**1800 035 544**



You can email them.

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



You can make a complaint yourself.

Or someone else can do it for you.



This is a free service.

## Step 5 - If you need more support for a complaint



The **Commonwealth Ombudsman** can help you if the NDIS Commission cannot help you.



The Commonwealth Ombudsman helps people if they have a problem dealing with the Australian Government.



You can call them.

**1800 362 072**



You can make a complaint on their website.

[www.ombudsman.gov.au/complaints/how-to-make-a-complaint](http://www.ombudsman.gov.au/complaints/how-to-make-a-complaint)



This is a free service.

## Language support



If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**

You can:



- give them your provider's phone number



- ask them to connect you to your provider.



You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



Phone

**1800 555 660**



Fax

**1800 555 690**



SMS – text message

**0416 001 350**



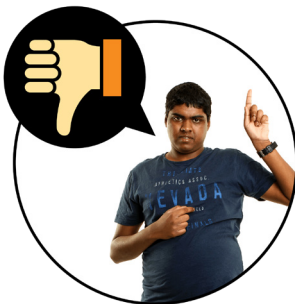
## Word list

This list explains what the bold words in this document mean.



### **Commonwealth Ombudsman**

The Commonwealth Ombudsman helps people if they have a problem dealing with the Australian Government.



### **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



### **Feedback**

Feedback is when you tell someone what they:

- are doing well
- can do better.



## **National Disability Insurance Scheme (NDIS)**

The NDIS provides services and support to people with disability.

## **NDIS Quality and Safeguards Commission (NDIS Commission)**



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



## **Providers**

Providers support people with disability by delivering a service.

## **Rights**



Rights are rules about how everyone must treat you:

- fairly
- equally.

## Contact us



You can call us.

**1800 916 857**



You can send us an email.

**[info@ssi.org.au](mailto:info@ssi.org.au)**



You can write to us.

Level 2

158 Liverpool Road

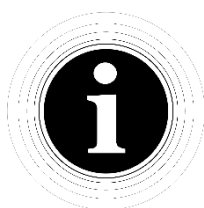
Ashfield

NSW 2131



You can visit our website.

**[www.ssi.org.au/contact-us](http://www.ssi.org.au/contact-us)**



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