



Aboriginal and Torres Strait Islander participant welcome pack

Read this book when you become an NDIS Participant, or get an NDIS Plan

This book is about:

- the NDIS Commission
- your rights as an NDIS participant
- how to choose a **service** that is right for you
- and how to make a **complaint** about a service you get

An 'NDIS participant' is a person with a disability who gets the NDIS.

A 'service' is a type of assistance or product that helps someone in their daily life.

A 'service provider' is a person, business or organisation who delivers NDIS funded services.



Complaint means:

You are **not** happy about something and you tell someone.



You can get someone to help you:

- read this book
- know what this book is about
- find more information



About this book:

This book is written by the NDIS Quality and Safeguards Commission, also called the NDIS Commission.



NDIS Quality
and Safeguards
Commission

About the NDIS Commission



The NDIS Commission wants to make things good for all mob using the NDIS.



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The NDIS Commission is **independent**. It is part of the Government, but works separately from the NDIS.



The NDIS Commission helps NDIS participants to make NDIS services:

- good
- safer



As an NDIS participant you have a right to be:

- safe



- be respected and to have your culture and identity respected



- receive good quality services



- achieve your goals



The NDIS Commission helps you and listens when you are not happy with your NDIS service.



It's always OK to speak up. Speaking up will help you to get good services.



The NDIS Commission works with NDIS providers to make sure things are done the same way across Australia.

The NDIS Commission explains:



● what they need to do



● the rules to follow



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



NDIS providers need to follow the **rules**:

- NDIS Code of Conduct



- NDIS Practice Standards



If NDIS providers do not follow the rules they can get in trouble.



The NDIS Commission can stop them from providing NDIS services and take away their registration.



NDIS registered providers need to meet strict government quality and safety requirements.

How can the NDIS Commission help you?



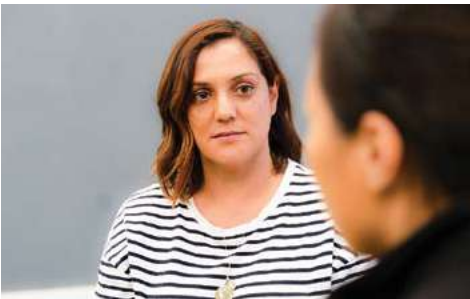
You can yarn with the NDIS Commission if you are not happy with your NDIS services or you want more information about what the NDIS Commission does.



Your family, friends and carers can contact the NDIS Commission too.



You can tell the NDIS Commission if you are unhappy with your service or feel unsafe.



Don't be shame about telling someone about something you are not happy about.



It is OK to speak up. The NDIS Commission is here to help look after your rights.



The NDIS Commission listens to problems about your NDIS service and can help fix them.



If you or someone else is in danger or is not safe call the police on **000**.



You can contact the NDIS Commission **in different ways.**

- go to the website **www.ndiscommission.gov.au**
or



- call **1800 035 544**
Calling from a landline or home phone is free.

Choosing quality and safe service providers



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

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 are **not** happy.



The NDIS Commission makes sure service providers across Australia are doing a good job.



Some service providers are registered with the NDIS Commission. These are called 'registered providers'.

You can find a list of registered providers at <https://www.ndis.gov.au/participants/working-providers/find-registered-provider>



The NDIS Commission has a list of registered providers on their website.



Some service providers are not registered with the NDIS Commission. These are called 'unregistered providers'.



All the NDIS providers need to follow the rules and the NDIS Code of Conduct.



That means being honest, fair, respectful, and helpful.

The NDIS Commission tells other groups to follow the rules and NDIS Code of Conduct too. This includes:



☉ NDIS workers



☉ Local Area Coordinators



☉ Early Childhood partners

Your rights – Making a complaint



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

If you think your service provider is not following the rules you can talk to the NDIS Commission and make a complaint.

You don't have to make the complaint yourself. People who can make complaints for you include:



☉ family and friends



☉ community member



☉ NDIS participants



- other people with disability



- support workers, support coordinators and NDIA Planners



- advocates



You can find disability advocates on the website <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>



What can you complain about?

You can make a complaint about NDIS services:

- that are bad
- are **not** safe

You can also complain about how an NDIS provider acted when you complained.

Complaints the NDIS Commission does not hear

We do not hear complaints about:



- the National Disability Insurance Agency (NDIA)



- access to an NDIS plan, for example, if you **cannot** get an NDIS plan



- NDIS plans, for example if you are **not happy** with what your plan is giving you



You can make these complaints to the NDIA.

You can contact them on their website

[ndis.gov.au/contact](https://www.ndis.gov.au/contact)

or

call 1800 800 110 (free call from landlines)



If you or someone else is not safe call the police on **000**.

How to make a complaint



You can yarn to your NDIS service provider about the problem.



If you are not happy with what they say, or you are not comfortable talking to your provider first, you can contact the NDIS Commission.

You can have someone you trust with you when you make a complaint.

The NDIS Commission will help you to fix the problem. The NDIS Commission might:



- ask you for more information



- talk to the NDIS provider if you say **yes**



- ask the NDIS provider to meet with you to work out the problem together



You can stop the complaint at any time.



If the problem is serious, the NDIS Commission might talk to other people, including the NDIS provider, to find out more information.



Making a complaint is free.



The NDIS Commission complaints service is:

- fair
- independent



If you are worried or feeling stressed about making a complaint and how you might be treated, you can ask the NDIS Commission to keep your complaint **private**. This means the NDIS Commission will share your personal information:

- if you say **yes**
- if you or someone else is **not** safe
- if we have to tell someone else

We will tell you if we have to share your information.



If the problem is serious, the NDIS Commission might **investigate** the NDIS provider. Investigate means to find out more.



The NDIS Commission has powers to act or work with the police to help you.



If service providers do not do their job they can be '**banned**'. Banned means they can't provide NDIS services anymore.



You can find a list of banned providers on the NDIS Commission website. The list is called the Compliance and Enforcement Register and can be found at <https://www.ndiscommission.gov.au/document/1141>

NDIS plan



All NDIS participants have an NDIS 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 the NDIS Commission. These are called ‘registered providers’. Some service providers are not registered with the NDIS. These are called ‘unregistered providers’.



But they all have to follow the rules.



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 of paying.



It's the NDIS Commission's job to help NDIS participants:

- receive good quality services
- be safe



The NDIS Commission makes sure service providers are doing a good job.

The NDIS Commission explains:



● what they need to do



● the rules to follow



● how to keep NDIS participants happy and safe



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

Who to contact



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

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



This includes family and friends who can help you. Everyone has choices on how to contact us.



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For general questions or complaints about an NDIS provider **contact the NDIS Commission:**



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



☉ go to the website
www.ndiscommission.gov.au/participants/complaints



☉ write to **PO Box 210 Penrith NSW 2750**



For complaints about your NDIS plan **contact the National Disability Insurance Agency:**

☉ call **1800 800 110** (free call from landlines)

☉ go to the website **www.ndis.gov.au**

If they do not help you can **contact the Commonwealth Ombudsman:**

- go to the website www.ombudsman.gov.au
- call **1300 362 072**



If you need help because of hearing or speech loss, contact the National Relay service:



- go to the website nrschat.nrscall.gov.au/nrs/internetrelay
or

- call **1800 555 727**
and ask for **1800 035 544**

- TTY number
133 677





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