



**NDIS Quality
and Safeguards
Commission**

Participant information pack

NDIS Quality and Safeguards Commission

Easy Read version



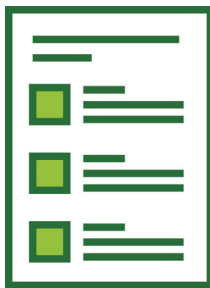
How to use this document



NDIS Quality
and Safeguards
Commission

We are the NDIS Quality and Safeguards Commission (NDIS Commission).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [21](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.ndiscommission.gov.au/provider-and-participant-packs



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About the NDIS Commission



We make sure **participants** in the National Disability Insurance Scheme (NDIS):

- are safe
- get good services.



Participants are people with disability who take part in the NDIS.



We work with the people who run the NDIS.

But we make our own decisions.



We support the **rights** of participants.



Rights are ideas about how everyone must treat you:

- fairly
- equally.



We also make sure **providers** are doing a good job.

Providers support participants by delivering a service.

Your rights

You have the right to:



- be safe



- be who you are



- have choice and control



- use services that meet your needs



- make your own decisions.

Rules that providers and workers must follow



Providers and workers must follow the NDIS **Code of Conduct**.

A Code of Conduct is a list of rules about how everyone should behave.

The NDIS Code of Conduct explains:



- what good support is



- what you can expect from providers and workers



- how to know if something is wrong.



Providers and workers must tell you if they can't deliver safe and good supports.



Providers and workers must be:

- clear
- fair
- honest.

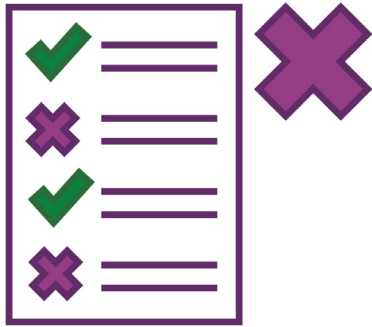


This includes charging you a fair price for their services and supports.



Providers and workers must respect your:

- rights
- privacy.



We can take action when providers and workers break the rules.



For example, we can:

- help them understand the rules they must follow
- support them to build their skills.



We can also stop providers and workers from:

- providing some supports
- working with people with disability.



But we only do this if there is a big problem.

For example, when there is a lot of risk to participants.

Making a complaint



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.



You can make a complaint to your provider.

Your provider should:



- help you feel safe to make a complaint



- try to fix what your complaint is about.



You can also make a complaint to us.



We can help you with complaints about supports and services.

For example, if your supports:



- are not safe



- don't meet your needs



- cost more for you than for people who are not NDIS participants.



We can also help you with complaints about your providers.

For example, if a provider:



- treats you badly



- doesn't fix what your complaint is about.

How we can help you make a complaint



You can call us to make a complaint.

1800 035 544



You can make a complaint on our website.

www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker

You can ask someone you trust to help you make a complaint, including:



- a family member



- a friend



- an **advocate** – someone who helps you have your say.

When you make a complaint, you need to tell us:



- who the complaint is about



- what the complaint is about



- what happened when you made a complaint to your provider



- what you think should happen now.



You don't have to tell us your name.

What we can't help you with

We can't help you with complaints about:



- joining the NDIS



- the money you get from the NDIS



- how you manage your **NDIS plan**.



Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



You can ask the National Disability Insurance Agency about these things.

1800 800 110

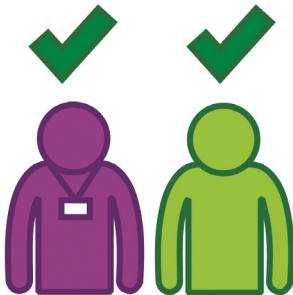
If you self-manage your NDIS plan



If you **self-manage** your NDIS plan, you:

- manage all or part of your funding
- choose what supports you use to reach your goals.

If you self-manage your NDIS plan, you:



- don't have to use registered providers for all your supports



- can hire your own support workers.

Checking your workers



If you self-manage your NDIS plan, you should check that your support workers have a **Worker Screening Check**.



A Worker Screening Check makes sure workers are safe to support people with disability.



We keep a list of everyone with a Worker Screening Check.



You can ask to check the list on our website.

www.ndiscommission.gov.au/workforce/worker-screening

Find a provider



If you self-manage your NDIS plan, you will need to find your own providers.



You can use the Provider finder on the NDIS website.

www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder

Word list

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



Advocate

An advocate is someone who helps you have your say.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



NDIS plan

Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



Participant

Participants are people with disability who take part in the NDIS.



Provider

Providers support participants by delivering a service.



Rights

Rights are ideas about how everyone must treat you:

- fairly
- equally.



Self-manage

If you self-manage your NDIS plan, you:

- manage all or part of your funding
- choose what supports you use to reach your goals.



Worker Screening Check

A Worker Screening Check makes sure workers are safe to support people with disability.

Contact us



You can call us from:

- 9 am to 5:30 pm Sydney time
- Monday to Friday.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



You can write to us.

**NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2751**



You can go to our website.

www.ndiscommission.gov.au



TTY

133 677

Ask to be connected to us:

1800 035 544

The National Relay Service



Speak and Listen

1300 555 727

SMS relay number

133 677



Internet relay calls

nrschat.nrscall.gov.au/nrs/internetrelay



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



You can follow us on Facebook.

www.facebook.com/NDISCommission



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