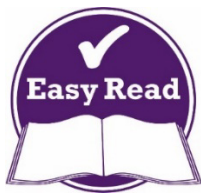




**NDIS Quality  
and Safeguards  
Commission**

# What to do if there is a problem with your specialist behaviour support provider

**Easy Read fact sheet**



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## How to use this fact sheet



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you see the word 'we', it means the NDIS Commission.



We wrote this fact sheet in an easy to read way.

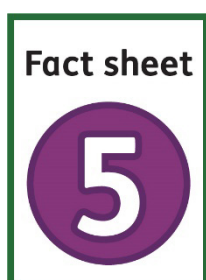
We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**.

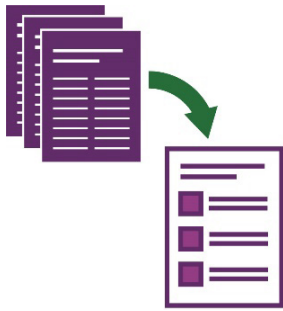
This means the letters are thicker and darker.

We explain what these words mean.



We wrote 5 fact sheets about behaviour support.

This is fact sheet 5.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important information.



You can find the other fact sheet on our website.

[www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices)



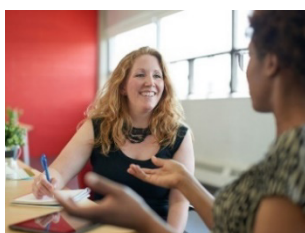
You can ask for help to read this fact sheet.

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

## What is this fact sheet about?



**Positive behaviour support** aims to help you live your best life.



Positive behaviour support helps people:

- understand your behaviour
- meet your needs
- provide the right support to you.



We also sometimes call it specialist behaviour support.



**Specialist behaviour support providers** are people or services that deliver positive behaviour support.

We also call them behaviour support providers.



Most behaviour support providers try to give people with disability good services and supports.

But sometimes there are problems.



In this fact sheet we explain what choices you have when there is a problem.

## Tell people about the problem



If there is a problem, you can tell someone that you trust.

They can help you decide what to do about the problem.



If you feel safe, tell your behaviour support provider about the problem.



You can work together to fix the problem.



If the problem can't be fixed, you can:

- end the service
- make a **complaint**.



When you make a complaint, you tell someone that something is wrong with your supports or services.

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## How to make a complaint

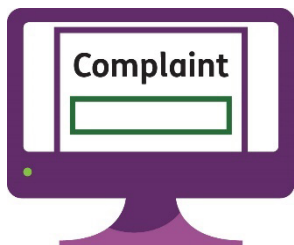


We want to make sure people with disability get good and safe services.



So when there is a problem, you can contact us to make a complaint.

Our contact details are on page 10.



You can also:

- visit our website  
[www.ndiscommission.gov.au/participants/participants-make-complaint](http://www.ndiscommission.gov.au/participants/participants-make-complaint)
- fill out a Complaint Contact Form.

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## How to end or change your service



You might choose to end your service.

This means you want to stop getting services from your behaviour support provider.



Your **service agreement** explains what you need to do if you want to stop or change their services.

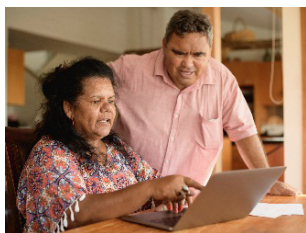


A service agreement is a document that explains what you and your provider have agreed to.



Your behaviour support provider might also have a **cancellation policy**.

This is a document that explains what will happen when you want to end or change their services.



When you have ended your service, you can search for a new behaviour support provider.



You can choose what information you want to share with your new behaviour support provider.



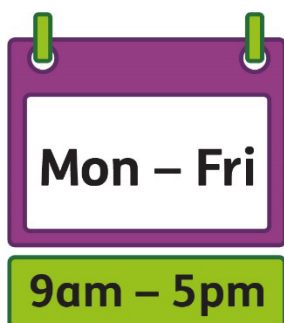
You can find more information about choosing a behaviour support provider in fact sheet 3.

You can find it on our website.

[www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices)

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.

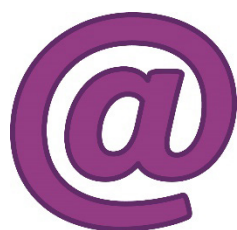


If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

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



You can write to us.

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



You can go to our website.

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



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**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)



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[www.facebook.com/NDISCommission](https://www.facebook.com/NDISCommission)



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