

**NDIS Quality
and Safeguards
Commission**



First Nations Participant Pack

**Supporting your safety,
your rights, your culture**

Acknowledgement and commitment to First Nations people

The NDIS Quality and Safeguards Commission works on the traditional lands of Aboriginal and Torres Strait Islander peoples.

We pay our respects to Elders past, present and future.

We recognise the strength, resilience and continuing cultures of Aboriginal and Torres Strait Islander peoples.

We are committed to listening to First Nations people with disability, their families and communities. We want people to feel safe speaking with us and confident that their voice matters.

Artwork by Presten Warren, a proud Wirangu, Dieri, Kokatha, Mirning, Arabana man from Port Lincoln in South Australia.



About this participant pack

This pack explains:

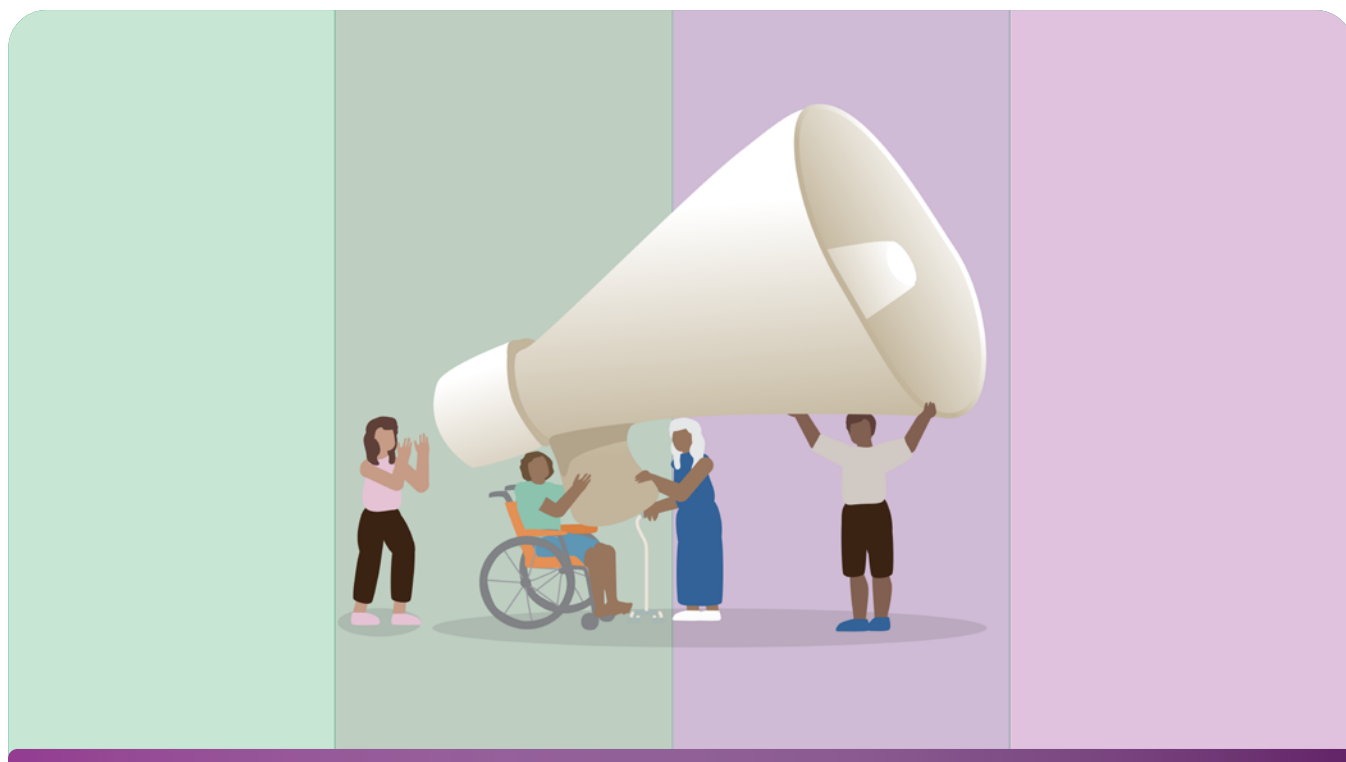
- ◆ who the NDIS Quality and Safeguards Commission is
- ◆ how we can support you
- ◆ what to do if something does not feel right about your NDIS supports or services.

Everyone deserves to feel safe, respected and heard. That includes respect for your culture and ways of knowing, being and doing.

You can contact us at any time. You do not need to wait until there is a problem.

We can help you understand your rights, answer questions about NDIS providers and workers, and listen if you have concerns about the quality or safety of your supports.

We know that family, kin, Elders and community members, carers and advocates often play an important role in supporting people with disability. They can also use this information to learn more about the NDIS Quality and Safeguards Commission and how we can help.



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About the NDIS Quality and Safeguards Commission

Who we are

The NDIS Quality and Safeguards Commission (NDIS Commission) helps people with disability receive safe, respectful and reliable supports.

- ◆ The word '**quality**' in our name means supports and services that work well, respect your choices and help you reach your goals.
- ◆ The word '**safeguards**' in our name means the protections that help keep people safe and protect their rights.

We are separate from the National Disability Insurance Agency (NDIA).

The NDIA manages access to the NDIS, NDIS funding and plan management.

The NDIS Commission makes sure people receive safe, quality NDIS supports and services.

This means we can:

- ◆ help you when something does not feel right
- ◆ answer questions about your rights
- ◆ take action when providers or workers are not doing the right thing.



We are here when you need us

You can contact us at any time.

You do not need to make a complaint to talk to us.

You might want to get in touch if:

- ◆ you have questions about your rights
- ◆ you are worried about a support or service
- ◆ you want information about the role of a provider or worker and how they should support you
- ◆ you are not sure what to do about a situation
- ◆ you want to raise a concern
- ◆ you want to make a complaint.

You can contact us yourself or ask someone you trust to support you, like a:

- ◆ family member
- ◆ friend
- ◆ Elder or community member
- ◆ advocate
- ◆ support person or carer
- ◆ guardian or nominee.

We are here to listen and help you understand your options.



We support your rights

Every person has the right to make their own choices and be treated with dignity and respect.

You have the right to:

- ◆ have a say in decisions that affect you
- ◆ choose the supports and services that work for you
- ◆ be heard and listened to
- ◆ feel safe
- ◆ receive quality supports and services
- ◆ be treated fairly
- ◆ live free from violence, abuse, neglect and being taken advantage of.

The people who deliver your NDIS supports should work with you, not make decisions for you. The NDIS Commission helps protect these rights.



We support quality service

When you receive supports and services, you should feel respected, safe and in control.

- ◆ People listen to you.
- ◆ Your choices are respected.
- ◆ You are treated fairly and with kindness.
- ◆ You have clear information and understand what is happening.
- ◆ Your culture, identity, family and community connections are respected.
- ◆ You live free from violence, abuse, neglect and being taken advantage of.

All NDIS providers and workers are expected to provide supports in this way.

What providers and workers must do



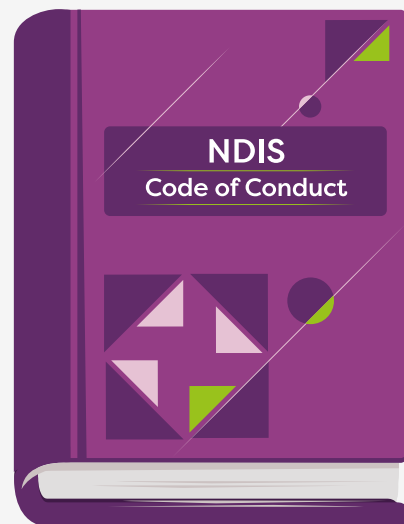
All NDIS providers and workers must follow the NDIS Code of Conduct.

The NDIS Code of Conduct has rules for:

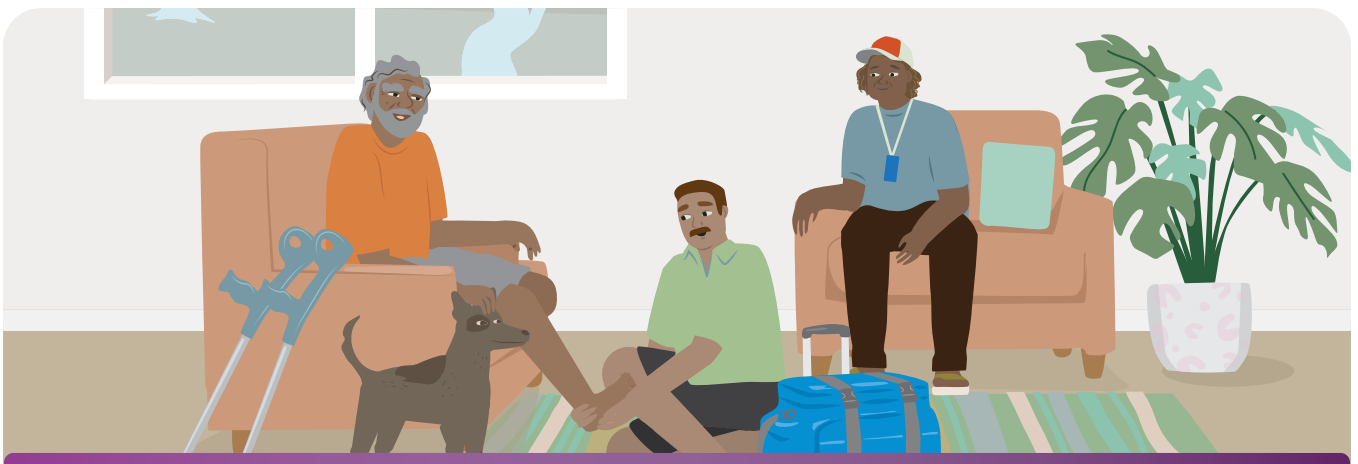
- ◆ how providers and workers should behave
- ◆ how providers and workers should treat you and other people with disability.

The NDIS Code of Conduct sets out responsibilities for how providers and workers deliver services.

- ◆ Treat people with dignity and respect.
- ◆ Listen to people's choices and decisions.
- ◆ Respect people's cultural values and beliefs.
- ◆ Protect people from harm.
- ◆ Provide safe and quality supports.
- ◆ Be honest and fair.
- ◆ Respect privacy.
- ◆ Take responsibility for their actions.
- ◆ Charge a fair price for supports and services.



You can watch a video explaining the NDIS Code of Conduct at ndiscommission.gov.au/ndis-code-conduct



Self-managing your supports



If you manage your own NDIS funding, you have more choice about who provides your supports.

You can choose:

- ◆ who supports you
- ◆ what supports you use
- ◆ whether you use registered or unregistered providers.

On our website, the NDIS Commission has tools and information that can help you learn more about providers and workers before you engage them.

This includes information about worker screening checks and registered providers.

All providers must give you culturally safe support. If you feel a provider is not doing this, you can let us know. We will work with you on a solution.

If something does not feel right

Sometimes a support or service does not meet your expectations.

Sometimes something does not feel right.



- ◆ You feel unsafe, unheard or treated unfairly.
- ◆ You are worried about the way a provider or worker is behaving.
- ◆ You feel like you are not getting the support you need or were promised.
- ◆ You think a provider or worker is breaking the NDIS Code of Conduct.

If you feel comfortable, you can speak with the provider first.

If you do not want to do that, or you are not happy with their answer, you can contact the NDIS Commission.

- ✓ We will listen to your worries and help you understand the options available.
- ✓ You can choose how much information you want to share.
- ✓ You can also ask someone you trust to support you through the process.

Raise your concerns with us

Contact us when you have a concern about an NDIS service.

When people raise concerns, it can help improve supports and services for everyone.

You do not have to wait until something serious happens before contacting us.

Sometimes people contact us for information or advice on what to do next.

Other people contact us to make a complaint.

Whatever your reason, we are here to listen and help.

To report an issue or make a complaint, you can:

- ◆ call us on **1800 035 544**
- ◆ use the form on the website: [**ndiscommission.gov.au/report**](https://ndiscommission.gov.au/report)

We will keep your information safe and private.



How we manage complaints

Your complaints or worries about NDIS supports and services are important to us.

To decide what action to take, we look at:

- ◆ what is shared with us
- ◆ whether the NDIS provider or worker has broken the rules
- ◆ how serious the issue is
- ◆ how the NDIS participant is affected.

We keep you informed about how we are handling your complaint.

What we cannot help with

We cannot help with complaints about:

- ◆ access to the NDIS
- ◆ NDIS funding and plans.

For these types of complaints, call the NDIA on **1800 800 110**.

Get in touch

Our service is easy to access and confidential.

You choose how you get in touch and what to tell us.

You do not have to provide your personal details or the provider's details if you do not want to.

- ◆ Phone: 1800 035 544 (free call from landlines)
- ◆ Online: ndiscommission.gov.au/contact-us
- ◆ Email: contactcentre@ndiscommission.gov.au
- ◆ Text Telephone (TTY): 133 677
- ◆ Translating and Interpreting Service: 131 450
- ◆ National Relay Service: 1300 555 727 and ask for 1800 035 544
- ◆ Our opening hours are on our website ndiscommission.gov.au/contact-us



Support when talking with us

We want people to feel safe and comfortable talking with us.

If you need support to talk with us, or would feel more comfortable talking in your language, please let us know.

We will talk with you to understand your needs and what support options are available.

You can also have a family member, trusted support person, Elder, advocate or community member support you when talking with us.

Stay connected

We email a newsletter every month that tells you about:

- ◆ any planned NDIS Commission visits to remote communities
- ◆ changes to NDIS laws and rules
- ◆ the latest quality and safety guidance
- ◆ useful resources
- ◆ worker training information.

Sign up for our newsletter at

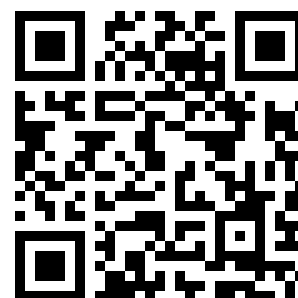
ndiscommission.gov.au/newsletters-and-alerts



First Nations Hub

Our First Nations Hub includes videos, information in-language and First Nations Auslan, posters, and more.

-  facebook.com/NDISCommission
-  instagram.com/NDISCommission/
-  linkedin.com/company/ndiscommission



Visit **ndiscommission.gov.au/first-nations** or scan our QR code



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