



# The NDIS Quality and Safeguards Commission

## What to expect in a conciliation

### Why is my complaint going to conciliation?

Conciliation can be used to try to resolve a complaint that could not be resolved through other processes. The most common form of conciliation is a meeting between the person making the complaint, the person with disability and the NDIS provider.

The purpose of a conciliation meeting is to help people understand the concerns being raised and to reach agreement on how a complaint can be resolved. Conciliation may be preferable for some people as this person-centered approach allows the person making the complaint to have their views heard directly by the provider and be involved in finding solutions.

### What happens before a conciliation?

Individual meetings or phone conversations are scheduled ahead of the conciliation meeting to help each person to prepare for the conciliation and plan how they will participate. In these conversations, we will confirm:

1. the time, date and venue of the conciliation
2. the issues referred to conciliation and how they will be discussed in the meeting
3. arrangements for the meeting including support and communication needs
4. our role in the meeting
5. the aim of the conciliation
6. any concerns and questions

### Who is involved in a conciliation?

Officers from the NDIS Commission will facilitate the conciliation. We do not advocate for either the person making the complaint or the provider.

Those attending the meeting include:

- the person making the complaint
- people with disability affected by issues raised in the complaint

- the NDIS provider

Participants may also wish to bring an advocate or another support person, for example, a family member or friend. NDIS Commission officers will clarify the role of the support person before the meeting, to understand how they will support the participant in the meeting.

## How does the conciliation work?

Conciliation meetings are tailored to individual needs and the issues that need to be discussed. The length of the meeting and number of scheduled breaks may vary. In some cases, there may be more than one meeting or discussion as part of the conciliation.

NDIS Commission officers will help to explore and clarify the issues to be discussed and ensure that everyone has the opportunity to speak. A conciliation meeting allows all participants to have their voices heard, to explore the issues, and reach agreements where possible.

The outcome of a conciliation depends on the people attending the conciliation meeting and whether or not an agreement is reached.

## What are my rights and responsibilities?

Participation in a conciliation is voluntary. We cannot require your attendance and you have the right to withdraw from the conciliation. However, open participation will provide better outcomes.

We ask that you approach a conciliation meeting with an open mind and:

- be available to attend the whole meeting
- give each other an opportunity to put forward their views
- be respectful of each other
- be prepared to find a resolution to the complaint
- cooperate with requests from the NDIS Commission officers

## What happens after a conciliation?

If all parties are able to reach agreement, this will be recorded in writing and sent to all parties. The complaints process will end.

If agreement has not been reached, the NDIS Commission will consider whether any further action is needed or whether the complaints process will end.

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