



**NDIS Quality  
and Safeguards  
Commission**

Dear NDIS Participant

This letter provides you with some information about a new government agency, the NDIS Quality and Safeguards Commission (NDIS Commission) that is commencing in South Australia and New South Wales from 1 July 2018.

### **What is the NDIS Commission?**

The NDIS Commission has been established to improve the quality and safety of the NDIS supports and services you receive from NDIS providers. The NDIS Commission makes rules for service providers to follow so that services are safe and meet quality standards.

You have the right to be safe and to receive quality services from the providers and workers you choose to support you under the NDIS.

### **What we'll do for you**

For people with disability who receive NDIS funded services, the NDIS Commission will:

- help by listening to your complaints about service providers and helping to resolve them
- require service providers to uphold your right to be free from harm
- tell workers and service providers what they need to do to make sure they deliver a good service to you, through a new NDIS Code of Conduct and Practice Standards
- require registered NDIS providers to report incidents, including abuse and neglect
- provide information and advice to improve future services.

### **It's OK to complain**

You have the right to raise a concern about NDIS supports if you are not happy. Speaking up can help to improve supports and services for you and other people.

We encourage you to talk to your provider first to see if you can resolve your concerns. You can ask someone you trust, or an independent advocate, to help you. If you don't think they handled your complaint well or you don't want to speak to your provider yourself, you can talk to us.

You can make a complaint by phoning us or contacting us through our online complaints contact form. You can let us know your preferred communication – telephone, email, Auslan or any language or form of assisted communication.

PO BOX 210  
Penrith NSW 2750

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

We will work with you, and with service providers and workers, to resolve problems and improve the quality and safety of NDIS supports—for you and other people who receive NDIS funded services.

## Find out more

You can find more information about the NDIS Commission, including what this means for you, on the NDIS Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or contact us (free call from landlines) at **1800 035544**.

Information about the NDIS Commission will also be available from other places, like advocacy and information providers. The NDIA and your NDIS providers can also give you information about the NDIS Commission.

I look forward to working with you, your families, carers and advocates to improve the supports and services you receive as part of the NDIS.

Yours sincerely,

A handwritten signature in black ink that reads "Graeme Head" followed by the date "25.6.2018". The signature is written in a cursive style.

Graeme Head

**NDIS Commissioner Designate**