



**NDIS Quality  
and Safeguards  
Commission**

**Dear National Disability Insurance Scheme (NDIS) participant, carer, family member or representative**

This letter is to tell you about how the NDIS Quality and Safeguards Commission (NDIS Commission) can help you.

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

The NDIS Commission was set up to improve the quality and safety of the NDIS supports and services delivered by NDIS providers. The NDIS Commission makes rules for service providers to follow so that services are safe and meet quality standards.

People with disability have the right to be safe and to receive quality services from the providers and workers who 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:

- helps by listening to your complaints about service providers and working to resolve them
- requires service providers to uphold your right to be free from harm
- tells workers and service providers what they need to do to make sure they deliver a good service to you, through the NDIS Code of Conduct and Practice Standards
- requires registered NDIS providers to report serious incidents, including abuse and neglect (including allegations)
- provides 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. A list of independent advocates can be found at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>. If you don't think the provider 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 how you would like to get information – telephone, email, easy read pamphlets, 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 Participants webpage at [www.ndiscommission.gov.au/participants](http://www.ndiscommission.gov.au/participants), via the Participant Welcome Pack at [www.ndiscommission.gov.au/participantpack](http://www.ndiscommission.gov.au/participantpack), or contact us (free call from landlines) at **1800 035 544**.

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". The signature is written in a cursive style with a large initial 'G'.

Graeme Head AO  
**Commissioner**

10 July 2019

Ref: D19 6703