



**NDIS Quality
and Safeguards
Commission**

Dear NDIS participant

NDIS participants living in residential aged care

I am writing to give you an update on the exemption from registration as an NDIS provider that currently applies to your residential aged care (RAC) provider.

RAC providers that support NDIS participants do not currently have to be registered with the NDIS Commission if they deliver behaviour supports to you, or use restrictive practices on the NDIS participants they support. This exemption was due to expire on 30 June 2020.

Because of the COVID-19 pandemic, the exemption will be extended to 30 November 2020.

We are working hard to assist RAC providers to understand the new obligations – they will have to provide quality supports and protect your safety from 1 December 2020.

This change does not affect the supports you receive. Your RAC provider and their workers are already required to deliver support to you in accordance with the NDIS Code of Conduct, which upholds your right to be treated with respect, free from exploitation, violence, abuse and neglect.

Who to call if you have a complaint

If you have a **complaint about the NDIS supports and services** you receive from your RAC provider, you can call the NDIS Commission on 1800 035 544. It's OK to complain – speaking up can help to improve services for yourself and others.

If you would like to **complain about care and services** provided under the *Aged Care Act 1997*, you can call the Aged Care Quality and Safety Commission on 1800 951 822.

If you are not sure who you should contact, give us a call. We can work with the Aged Care Quality and Safety Commission to resolve your concerns.

Find out more

We have written a fact sheet called *Young people in residential aged care: Information for NDIS participants*, which is available on the NDIS Commission website at: www.ndiscommission.gov.au/document/1666. The fact sheet explains the role and responsibility of the NDIS Commission, the rights of NDIS participants, and provider obligations.

To find more information about the NDIS Commission, visit our website at www.ndiscommission.gov.au, or contact us (free call from landlines) on **1800 035 544**.

Yours sincerely

Graeme Head AO
Commissioner

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