



What is the NDIS Quality and Safeguards Commission and what is its role?

The NDIS Quality and Safeguards Commission (the NDIS Commission) will work with you, service providers, workers, advocates and other people in the community to improve the quality and safety of support and/or services you receive.

The NDIS Commission is an Australian Government agency within the Social Services portfolio. It helps to protect the rights of people who receive NDIS support and/or services, and promotes their health, safety and wellbeing. It is the national regulator of NDIS support and service providers.

We work to:

- ensure providers and workers know and follow the quality and safety rules
- help with, and respond to issues, complaints and serious incidents
- register and regulate NDIS providers Australia-wide
- educate and inform NDIS service providers, workers, participants and the community about the NDIS Commissions' quality and safety rules.

Indigenous and Remote Operations

We are progressively rolling out alternative commissioning arrangements in partnership with both First Nations communities, remote communities and relevant government agencies as part of the [Recommendations and actions | NDIS Review](#)

Your Rights!

We support your right to:

- dignity and respect
- live free from abuse, exploitation, and violence
- be respected and have your culture and identity respected, receive good quality services and achieve your goals.



If you feel unsafe or unhappy with the NDIS services or support you receive, it's important to know that you can speak up about any problems you have. It's always okay to speak up.

The NDIS Code of Conduct and NDIS Practice Standards for providers and workers outline clear and enforceable standards for the quality and safety of support and/or services in the NDIS.

What is the NDIS Code of Conduct?

The NDIS Code of Conduct sets out the minimum standards and obligations that NDIS participants and all Australians can expect of providers and workers delivering NDIS support and/ or services.

- Respect individual rights
- Respect self-determination
- Act with integrity, honesty and transparency
- Ensure quality and safety
- Respect privacy
- Deliver services competently
- Prevent and respond to violence, neglect, abuse, and exploitation

If you, or someone you know, is not receiving quality, safe s support and/or services, please talk to us. We have the power to take action to protect the rights and safety of NDIS participants.

We will respond to your concerns and complaints, including possible incidents of abuse and neglect of NDIS Participants



Making a Complaint?

Anyone can make a complaint to the NDIS Commission about a NDIS service provider, including:

- a NDIS participant,
- family members/friends,
- NDIA appointed nominees,
- advocates, guardians,
- any other person who wishes to make a complaint.



Our Goal

Our goal is to resolve your complaint quickly and simply:

- communicate with the person making the complaint and decide whether we will take further action
- confirm your issues raised and the outcome in writing
- with your consent, contact the NDIS service provider, and
- talk to you about the information we receive from the NDIS service provider.

How to contact the Commission?

If you have a question or want to know more, contact us:

Phone: 1800 035 544 (free call from landlines)
Text Telephone TTY: 133 677

Submit the online complaint contact form:
<https://www.ndiscommission.gov.au/about/complaints>

National Relay Service for people with hearing or speech impairments:
<https://internet-relay.nrscall.gov.au/>
and ask for: 1800 035 544

Email: contactcentre@ndiscommission.gov.au
Mail: PO Box 210, Penrith NSW 2750



If you, or someone you know, is at immediate risk of harm, or you are worried about someone's safety or wellbeing, call 000 immediately.

Who else can you contact?

For complaints about your NDIS plan contact the National Disability Insurance Agency: call 1800 800 110 (free call from landlines) go to the website www.ndis.gov.au/participants

The Commonwealth Ombudsman's office can also help NDIS participants resolve problems with government agencies and their partners.
<https://www.ombudsman.gov.au/what-we-do/working-with-people-with-disability>

If you are unsure about who to contact or what to do to about an issue, we can give you advice or help you find the right place to go.



Indigenous & Remote Operations Team
Ph: 1800 035 544

E: IndigenousandRemoteOperations@ndiscommission.gov.au