



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



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. If you, or someone you know, is not receiving quality, safe 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.

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.



About the NDIS Quality and Safeguards Commission

You have the right to feel safe and receive quality service from your service providers. 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.

What does the NDIS Commission do?

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.

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.



How to contact the NDIS 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**

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

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

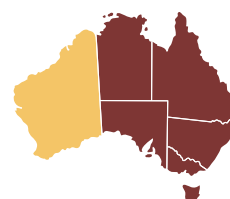
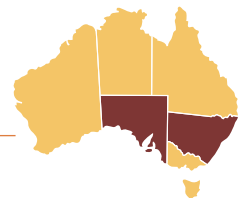
Email: contactcentre@ndiscommission.gov.au

Mail: **PO Box 210, Penrith NSW 2750**

NDIS Commission start dates

The NDIS Commission started on:

1 July 2018 in New South Wales and South Australia



1 July 2019 in the Australian Capital Territory, Northern Territory, Queensland, Tasmania and Victoria

1 December 2020 in Western Australia

