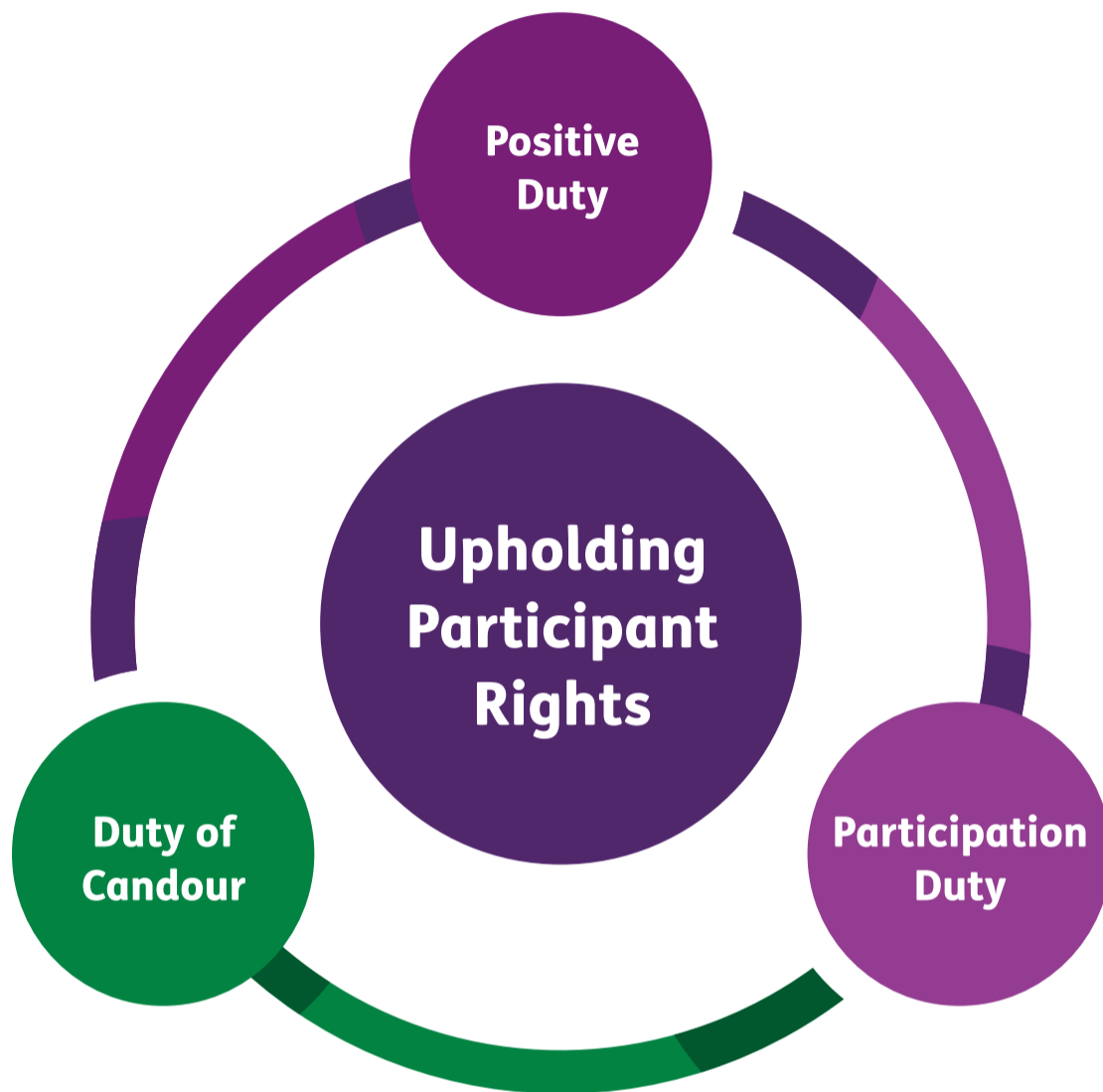


# Human Rights in Action:

## What are our duties?

Realising human rights means establishing an environment where unfair treatment is unlikely to happen in the first place.

We have adopted three cross-cutting human rights duties to support the role of the NDIS Commission.



## Understanding our duties



### Positive Duty

An obligation for staff to act compatibly with human rights and to consider human rights when making decisions.



### Participation Duty

Ensure the participation of certain groups and individuals in relation to policies and decisions that directly or disproportionately affect their rights.



### Duty of Candour

Be open and transparent with people, acknowledging and apologising when something could have gone better, and learning from what happened and preventing it recurring.

## Our Human Rights Action Statements



### Lead the Way

1. We develop and implement rigorous quality assurance mechanisms, in delivering our regulatory functions to ensure that providers meet their obligations to participants to reach their full potential and to protect the rights and well-being of people with disabilities.
2. We develop and promote resources, training, and support to enhance participant's understanding of rights, and opportunities to actively participate in decision-making processes.



### Build Trust

3. We ensure that all communications and information is accessible and provided in formats appropriate to the needs and preferences of individuals with disabilities.
4. We collect, hold, use and/or disclose personal information, in line with the Australian Privacy Principles of the Privacy Act 1988 (Cth) (Privacy Act) and the provisions of the National Disability Insurance Scheme Act, 2013 (Cth)



### Keep Learning

5. We involve, collaborate and engage with people with disability and their supports in consultations, forums, and discussions to inform policies, processes, quality requirements and the continuous improvement of the NDIS.
6. We foster innovation, quality and best practice in the provision of supports by collaborating with people with disability, researchers, experts, and relevant stakeholders to identify and disseminate innovative approaches.



### Bring Insight

7. We implement monitoring and evaluation processes to assess the effectiveness of supports, this includes collecting data and using feedback from people with disability and providers to inform ongoing improvements and enhance supports.
8. We encourage and promote research initiatives that explore effective strategies for positive personal and social development of people with disability, including the development of early intervention programs for children and young people.



### Stay Connected

9. We establish fair and transparent processes for people with disability to raise concerns and provide feedback about their experiences in exercising choice and control within the NDIS.
10. We foster collaborations with community organisations, disability advocacy groups, and establish partnerships with mainstream agencies to share information, and promote opportunities for inclusion and enhance the coordination of supports outside of the NDIS.



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