



NDIS Participant Rights

As a participant in the National Disability Insurance Scheme (NDIS), you have rights that are protected under the NDIS rules and standards. This document outlines your key rights and the responsibilities of NDIS providers and workers.

Your Rights as an NDIS Participant

- Be treated with courtesy and respect, acknowledging your individuality and cultural background.
- Access supports that are free from violence, abuse, neglect, exploitation, and discrimination.
- Make decisions about your life, including the supports and services you receive, and who provides them.
- Have your personal information kept private and shared only with your consent or as required by law.
- Engage in social, cultural, and economic activities within your community.
- Receive information in a way that you can understand, to help you make informed decisions.
- Provide feedback or make complaints about your supports or services without fear of retribution.

NDIS Code of Conduct

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly raise and act on concerns that may impact the quality and safety of supports.
- Take all reasonable steps to prevent and respond to abuse, neglect, and violence.



- Take all reasonable steps to prevent and respond to sexual misconduct.

Making a Complaint

- Raise concerns directly with your service provider.
- If unresolved, contact the NDIS Quality and Safeguards Commission via:
 - - Phone: 1800 035 544
 - - TTY: 133 677
 - - National Relay Service: 1800 555 677
 - - Online: <https://www.ndiscommission.gov.au/about/complaints>