



# Participant Service Charter

Making a difference for the people who use the NDIS

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

## How to use this charter



The National Disability Insurance Agency (NDIA) wrote this charter. When you see the word 'we', it means the NDIA.



We wrote this charter in an easy to read way.  
We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**.  
This means the letters are thicker and darker.



We explain what these words mean.  
There is a list of these words on page 41.



This Easy Read charter is a summary of another document. This means it only includes the most important information.



You can find the other document on our website.

[www.ndis.gov.au/servicecharter](http://www.ndis.gov.au/servicecharter)



You can ask for help to read this charter.

A friend, family member or support person may be able to help you.



There is other information that might help you read and understand this charter.



You might like to read our Corporate Plan.



Our Corporate Plan explains the goals for the NDIS over the next 4 years.



You can also read our Participant Service Improvement Plan.



The Participant Service Improvement Plan talks about how we will make our services better.



You don't have to read this charter all at once.

You can take your time and read it at your pace.

## What's in this document?

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# About the Participant Service Charter



**Participants** are people with disability who take part in the National Disability Insurance Scheme.

We call it the NDIS.



Participants are the most important part of all the work we do.



We want participants to make their own decisions about their lives.

And we want to support everyone who uses the NDIS.

This includes:



- children and young people



- adults



- parents and families



- people who want to join the NDIS.



We updated the Participant Service Charter based on changes to the law.



The Participant Service Charter explains what you can expect from the NDIS.



We want you to have a good experience when you use the NDIS.



When we work with you, we will be:



- transparent



- responsive



- respectful.

We will also:



- be empowering



- connect with you.



We talk about each of these things in more detail on the following pages.

## How will we be transparent?



When we are **transparent**, we will make it easy to understand our information and decisions.



To be transparent we will make sure our information is easy to:

- understand
- find and use.

To be transparent, we will:



- stay in touch with you



- tell you what's happening.

And we will:



- communicate with you in a way that you want



- explain the decisions that we make



- answer your questions.

## How will we be responsive?



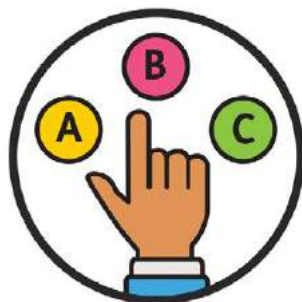
When we are **responsive**, we will help you with what you need.



To be responsive we will make decisions on time.  
You can find out more about this on page **20**.



We will also give you one person to contact so you only have to tell your story once.



And we will give you options and choices if your life changes.

## How will we be respectful?



When we are **respectful**, we treat you like an individual.



To be respectful, we will:

- listen to you
- work together with you.



And we will make sure our staff understand your disability and **diversity**.

Diversity is what makes people different from each other.



We will also use your **feedback** to learn.

When you give feedback, you tell someone what:

- they do well
- needs to be fixed.

## How will we be empowering?



When we are **empowering**, we help you live your life the way you want.

We help you find and use information.



To be empowering we will:

- make what we do easy to understand
- make working with us easy.

And we will give you information to help make sure you:

- can make decisions
- have support to make decisions.





We will also explain your **rights** to you so you know how you can expect to be treated.

Rights are rules about how everyone should be treated fairly and equally.



We will also make sure you have a say about what is in your plan.



And we will listen and work with people with disability so we can learn from their experiences.



## How will we connect with you?



When we **connect** with you, we help you find the supports and services you need.



To connect with you, we will give you choices about how you communicate with us.

And we will help you:



- use your plan in a way that's right for you



- find supports and services.



We will also connect with the community.

This will help them know about the NDIS and how it works.



And we will connect with people from different communities across Australia.

This includes:



- people from First Nations communities



- people who speak languages other than English.

It also includes people from different **cultures** and backgrounds.



Your culture is:

- your way of life and beliefs
- what is important to you.



And it includes people from **LGBTIQA+** communities.



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.

## What can you expect?

You can expect us to do things on time, including:



- making decisions



- giving you information



- reviewing a decision.



On the following pages we explain:

- what we will do
- how many days it takes us.



## Getting started with the NDIS

What we will do	The most days it will take us
Decide who can use the NDIS	21 days
Give people time to prepare information if we ask for it	90 days
Decide who can use the NDIS after we get more information	14 days



## Getting a plan

What we will do	The most days it will take us
Start making your plan	21 days
Approve a plan	56 days
Approve a plan for a child under 7 years old	56 days
Ask if you want to have a meeting about starting your plan, when your plan is approved	As soon as we can
Have a meeting to start your plan, if you want to	28 days
Give you a copy of your approved plan	7 days

## Plan reassessment or changing your plan



When we do a **plan reassessment**, we check your plan to see what needs to change.

You can ask for a plan reassessment. Or we can ask for one.

What we will do	The most days it will take us
Start setting up a plan reassessment	56 days before the plan reassessment date
Decide whether to do a plan reassessment if you ask us to	21 days after you ask us to
Do a plan reassessment you have asked us to do	28 days after we agree to do it
Decide whether to change small parts of your plan if you ask us to, or tell you if we need more time to decide	21 days
Decide whether to change small parts of your plan after we tell you we need more time	28 days
Decide whether to change big parts of your plan after we tell you we need more time	50 days
Give you a copy of the plan after we change it	7 days

## Reviewing our decisions



What we will do	The most days it will take us
Review our decisions if we need to	60 days
Change something when the <b>Administrative Appeals Tribunal (AAT)</b> asks us to.  The AAT reviews government decisions.	28 days

## Using a nominee



Some people have a **nominee**.



Your nominee is someone you choose to:

- make decisions you can't make
- do things for you that you can't do on your own.



Sometimes we need to cancel a nominee.



We will do this within 14 days if:

- you ask us to
- your nominee asks us to.

## Calling our service centre



We will answer 80% of calls within 1 minute.



## Making a complaint



When you make a **complaint**, you tell someone that something:

- has gone wrong
- isn't working well.



When someone makes a complaint, we will fix most problems within 21 days.



But some problems may take longer to fix.

What we will do	The most days it will take us
Tell you that we have received your complaint	1 day
Get in touch after we receive your complaint	2 days
Fix your complaint if we can	21 days

## How will we know if this Charter is working?



We will know if this Charter is working if we provide services on time.



We will ask people how they think we are doing.



We will use a survey every 3 months to ask people what they think.



We will share how well we reach the targets that we explained on pages **21-23**.



We will include this information in our Quarterly Report.

And we share this with disability ministers.



You can find an Easy Read version of the Quarterly Report on our website.

[www.ndis.gov.au/about-us/publications/quarterly-reports](http://www.ndis.gov.au/about-us/publications/quarterly-reports)



The **Commonwealth Ombudsman** will also write a report each year.

The Commonwealth Ombudsman helps people who made a complaint about government services.



It will be easier for you to work towards your goals.



Your goals were used to make your plan.

Your goals should also be about things you want to work towards with the help of:

- the NDIS
- other supports and services.



For example, your goal might be to find and keep a job.



We will listen to you if you give us feedback.



We believe that we can make a real difference for people with disability in our community.



This will happen if we:

- do a good job
- do what we say we will do in this Participant Service Charter.



We will update the charter from time to time.



We will share the charter on our website when we update it.

# How to tell us what you think



We want to know what you think.



You can tell us if you're happy with our services.



Or you can tell us if you've had a problem.



You can fill out the feedback form on the NDIS website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can send us an email.

[feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



You can call us.

**1800 800 110**



You can tell us in person at our NDIS offices. There is a list of our offices on our website.

[www.ndis.gov.au/contact/locations](http://www.ndis.gov.au/contact/locations)

## If you have a problem



If you make a complaint, we will listen to you.



We will let you know how your complaint is going.



And we will help you straight away if we think you might be at risk of being hurt.



## If you're not happy about your complaint



If you don't agree with the NDIA's review, you can contact the Commonwealth Ombudsman.



You can call them.

**1300 362 072**



You can visit their website.

**[www.ombudsman.gov.au](http://www.ombudsman.gov.au)**

## If you are not happy with a decision



If you are unhappy with a decision we have made, you can ask us to review it.



You need to do this within 3 months from when we made the decision.



If you don't agree with the NDIA's review, you can ask the AAT to review the decision.



You can call the AAT.

**1800 228 333**



You can contact them on their website.

**[www.aat.gov.au](http://www.aat.gov.au)**



You need to do this within 28 days from when we made the decision.

## The NDIS Quality and Safeguards Commission



The **NDIS Quality and Safeguards Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



You can make a complaint about your supports and services.

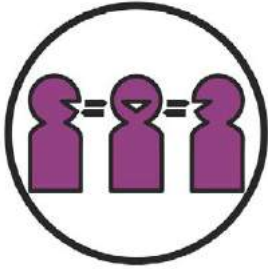


For example, you can make a complaint if your supports are not good or safe.



You can call the NDIS Commission to make a complaint.

**1800 035 544**



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**



If you have trouble speaking or hearing, you can call the National Relay Service.

**133 677**



You can also use TTY.

**133 677**



You can also make a complaint on the NDIS Commission website.

**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## Contact us

For more information about our Charter, please contact us.



You can visit our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can call us.

**1800 800 110**



You can send us an email.

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



You can write to us.

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601

You can visit your local:



- NDIS office



- local area coordinator office



- early childhood intervention office.



You can follow us on Facebook.

[www.facebook.com/NDISAus](https://www.facebook.com/NDISAus)



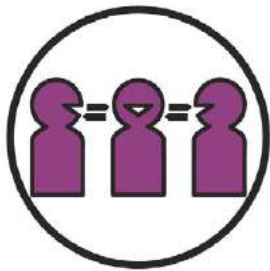
You can follow us on Twitter.

[@NDIS](https://twitter.com/NDIS)



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)



## Word list

This list explains what the **bold** words in this document mean.



### **Administrative Appeals Tribunal (AAT)**

The AAT reviews government decisions.



### **Commonwealth Ombudsman**

The Commonwealth Ombudsman helps people who made a complaint about government services.



### **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



## Connect

When we connect with you, we help you find the supports and services you need.



## Culture

Your culture is:

- your way of life and beliefs
- what is important to you.



## Diversity

Diversity is what makes people different from each other.



## Empowering

When we are empowering, we help you live your life the way you want.

We help you find and use information.



## Feedback

When you give feedback, you tell someone what:

- they do well
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## NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

## Nominee



Your nominee is someone you choose to:

- make decisions for you
- do things for you that you can't do on your own.



## Participants

Participants are people with disability who take part in the NDIS.



## Plan reassessment

When we do a plan reassessment, we check your plan to see what needs to change.

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## Respectful

When we are respectful, we treat you like an individual.



## Responsive

When we are responsive, we will help you with what you need.



## Rights

Rights are rules about how everyone should be treated fairly and equally.



## Transparent

When we are transparent, we will make it easy to understand our information and decisions.



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