



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



are receiving, it's important to know that you can speak up about your concerns. It's always okay to speak up.

The NDIS Code of Conduct and NDIS Practice Standards for providers and workers provide clear and enforceable standards for the quality and safety of services and supports in the NDIS.

The NDIS Commission will respond to concerns, complaints and incidents, including allegations of abuse and neglect of NDIS participants. We have powers to take action to protect the safety of people with disability who are NDIS participants.

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.

## 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

Translating and Interpreting Service 131 450

National Relay Service [internet-relay.nrs.call.gov.au](http://internet-relay.nrs.call.gov.au) and ask for 1800 035 544

Submit the Online Complaint Contact Form [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints)

Mail: PO Box 210, Penrith NSW 2750.

## About the NDIS Quality and Safeguards Commission

You have the right to feel safe and receive good quality service from your service providers. We will work with you, service providers, workers, advocates and other people in the community to improve the quality and safety of support and services you receive.

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an Australian Government agency within the Social Services portfolio. We uphold the rights of, and promote the health, safety and wellbeing, of people with disability receiving NDIS supports or services. We are the dedicated national regulator of providers of NDIS supports and services.

## What does the NDIS Commission do?

We work to:

- ensure providers and workers know and follow the rules for quality and safety
- assist with, and respond to concerns, complaints and serious incidents
- register and regulate NDIS providers Australia-wide
- educate and inform NDIS service providers, workers, participants and people in the community about the NDIS Commission's requirements for quality and safety.

## Your rights

We support your rights including your right to dignity, respect and to live free from abuse, exploitation, and violence. If you feel unsafe or unhappy with the NDIS services or supports you

## When does the NDIS Commission start?

The NDIS Commission starts 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



Until the NDIS Commission is in place in each state or territory, NDIS participants, providers and workers are covered under their state or territory's existing quality and safeguards systems.

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