

National Disability Insurance Scheme and Participant Rights

The National Disability Insurance Scheme (NDIS) is a new way for people with disability to get the support they need to live a good life.

The NDIS and your rights to:

- Be safe, respected, and get good quality supports and services.
- Ask for a qualified interpreter to help you speak with all services, this means the NDIA and services that are supporting you as part of your NDIS Plan.
- Choose the services you receive and how they provide your support.
- Speak up about your concerns and complain if you are unhappy about a decision or the services you are receiving.

The NDIS decides:

- If you can get support from the NDIS
- What type of support you can get
- How much support you can get

If you are unhappy about a decision by the NDIA you can:

1. Ask the NDIA to review this decision, this is called an **internal review**. You have 3 months from the time you get your plan or decision letter to ask the NDIA to review a decision.
2. If you are unhappy with the result of the internal review you can have the decision reviewed by the **Administrative Appeals Tribunal**, this is call an **external review**.
3. You can get help to ask for an external review from **NDIS Appeals Support Officers** who are not part of the NDIS. (See over the page for a list NDIS Appeals agencies in Queensland).

Getting help to implement your NDIS Plan

If you need help to get the supports and services that are part of your NDIS Plan, you can contact:

- Your support coordinator, if you receive this support in your NDIS Plan
- A local area coordinator (LAC) in your area: <https://www.ndis.gov.au/contact/locations>
- The NDIS local office: Phone 1800 800 110 and ask to speak to your local NDIS office.

It is OK to speak up and it is OK to make a complaint

1. You have the right to talk about your concerns and to make a complaint about the NDIA, if you are unhappy with their services. You can do this by:
 - talking to someone at an [NDIA office](#)
 - completing a [complaint form](#) and take this to an NDIA office
 - calling the NDIA on 1800 800 110
 - emailing feedback@ndis.gov.au.
 - Calling the [Commonwealth Ombudsman](#): Phone: 1300 362 072
 - If you are unhappy with the outcome of this you can contact your local advocacy agency (See list of advocacy agencies).

2. It is ok to speak up and give feedback or complain about the services you receive as part of your NDIS Plan. If you are unhappy you can:
 - Speak with your service provider about your concerns and find out if they can help. They may be able to improve the way they support you or your family member. You can also ask someone you trust or an advocate to help you to speak to the service provider. (See list of advocacy agencies).
 - Change service providers, this means you can choose a new service or a new support coordinator. You can ask the NDIA, a Local Area Coordinator or an advocate to help you do this.
 - Contact the **NDIS Quality and Safeguards Commission** and they can make sure your rights are protected and you receive good quality supports and services. The **Commission** provides independent, free and confidential help to make sure NDIS participants get good supports.

Agencies that can support you with complaints, appeals and reviews.

1. NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free call from land lines)

www.ndiscommission.gov.au/participants/complaints

Translating and Interpreting Service (TIS National) Phone: 131 450

National Relay Service <https://internet-relay.nrs�all.gov.au>

Mail PO Box 210, Penrith, NSW 2750

2. NDIS Appeals Agencies in Queensland

- Speaking Up For You Inc.: Brisbane / Moreton Bay PH: 07 3255 1244 or Email: sufy@sufy.org.au
- Queensland Advocacy Inc. : State-wide PH: 07 3844 4200 or 1300 130 582 or Email: NDISAppealsSupport.qai@qai.org.au
- People with Disability Australia Inc.: State-wide PH:02 9370 3100 or 1800 422 015 Email: pwd@pwd.org.au
- Independent Advocacy in the Tropics: Townsville and surrounding areas PH: 1800 887 688 Email: reception@iat.org.au
- Rights in Action Inc: Cairns, Yarrabah, Tablelands - Atherton and Mareeba PH: 07 4031 7377 Email: info@rightsinaction.org

3. Advocacy agencies in Queensland

If you need help to talk about your concerns you may be able to get help from an advocacy agency to do this.

AMPARO Advocacy (Brisbane)	3354 4900
Capricorn Citizen Advocacy (Rockhampton)	4922 0299
Gold Coast Disability Advocacy Inc.	5564 0355
Independent Advocacy in the Tropics (Townsville)	4725 2505
Ipswich Regional Advocacy Service	32816006
Mackay Advocacy Inc.	4957 8710
Queensland Advocacy Inc.	3844 4200
Rights In Action Inc. (Cairns)	4031 7377
Speaking Up For You Inc. (Brisbane/ Caboolture)	3255 1244
Sunshine Coast Citizen Advocacy	5442 2524
The Advocacy and Support Centre Inc. (Ipswich)	3812 7000
The Advocacy and Support Centre Inc. (Toowoomba)	4616 9700
People with Disability Australia Inc.	1800 422 015
<i>(Bundaberg, Fraser Coast, Logan, Mt Isa, Sunshine Coast)</i>	

4. Commonwealth Ombudsman

Is an independent agency that can examine complaints about Australian Government agencies, including the NDIA. Phone: 1300 362 072 or Translating and Interpreting Service (TIS National) Phone: 131 450 www.ombudsman.gov.au/what-we-do/working-with-people-with-disability