



NDIS Quality
and Safeguards
Commission

A letter from the Minister for the NDIS

For participants and their carers

Easy Read version



How to use this letter



A **minister** leads an area of the government.

The Minister for the National Disability Insurance Scheme (NDIS) wrote this letter.



When you see the word 'we' or 'I', it means the Minister for the NDIS.



We wrote this letter in an easy to read way.

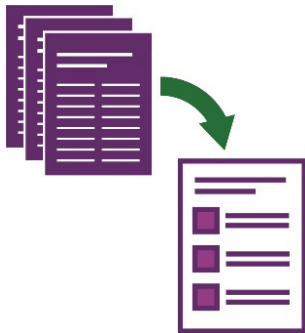
We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



This is an Easy Read summary of another letter.

This means it only includes the most important ideas.



You can ask for help to read this letter.

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

Who this letter is for



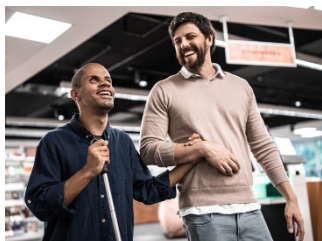
The Minister for the NDIS wrote this letter to **NDIS participants.**

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

This letter is also for their:



- parents



- **nominees.**



Your nominee is someone you choose to:

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

Dear participant,



I am writing to you using the NDIA contact list for:

- NDIS participants
- nominees
- parents and carers.



I will keep working to:

- protect NDIS participants
- speak up for NDIS participants.



Providers support people with disability by delivering a service.

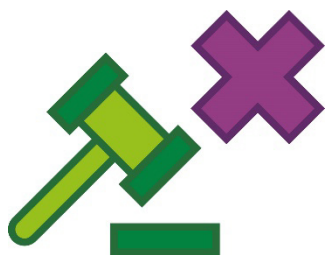


I'm upset that some providers make you pay more for supports and services once they know you are an NDIS participant.



I'm sure you're upset about this too.

What has changed



Providers cannot ask NDIS participants to pay more than people who aren't NDIS participants for the same support or service.

It's now against the law for them to do this.



Providers can only ask NDIS participants to pay more than people who aren't NDIS participants if they have a good reason.



I'm happy to let you know that the Australian Government is working with the **NDIS Quality and Safeguards Commission**.

In this letter we call them the NDIS Commission.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

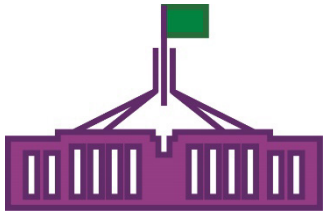


The NDIS Commission can now deal with providers who break this law.



The Australian Government is also working with the **Australian Competition and Consumer Commission**.

In this letter we call them the ACCC.



The ACCC is part of the Australian government.

The ACCC:



- helps people understand their **rights** when they buy items or services



- can take action when a business isn't supporting those rights.

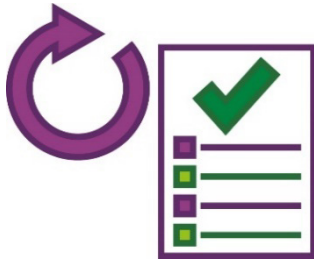


Rights are rules about how people must treat you:

- fairly
- equally.



This means the ACCC can look into providers that aren't being honest about their supports and services.



We have also updated some of the NDIS rules.

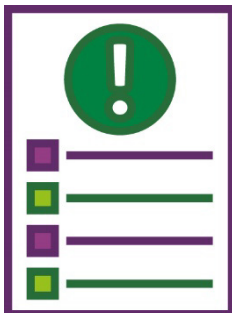


These rules make it clear that NDIS participants shouldn't pay more for the same support or service than people who aren't NDIS participants.

They make it clear that this is against the law.



Providers can only ask NDIS participants to pay more than people who aren't NDIS participants if they have a good reason.



We will soon have more strict rules that:

- stop providers from doing this
- punish providers who keep doing this.

If a provider breaks the law



Providers should not make you pay more than other people for the same service without a good reason.

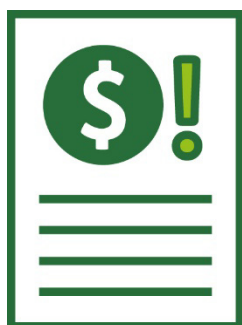
Providers who the NDIS Commission catch making NDIS participants pay more might:



- no longer be able to be an NDIS provider



- have to pay a **fine**.



A fine is money a person must pay because:

- they did something wrong
- someone else found out about it.

If you need support



You can scan this QR code with the camera on your phone for information on who you can contact for support.



If you think you might be paying more for a support or service than you should, you can visit our website.

www.ndiscommission.gov.au/overcharging



You can also email us.

pricehelp@ndiscommission.gov.au



You can also call us.

1800 035 544



You can visit the ACCC's website for more information about:

- your rights when you buy items or services
- how to make a report.



www.accc.gov.au/ndis



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

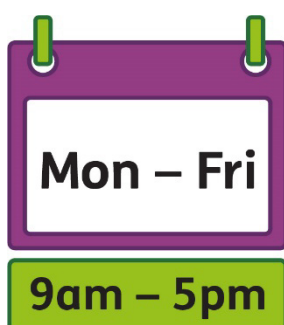
131 450

Contact us



You can contact us for more information on your rights about:

- the price of supports and services
- how safe supports and services must be.



You can call us from 9am to 5pm, Monday to Friday.



If you live in the Northern Territory, you can call us from 9am to 4.30pm.



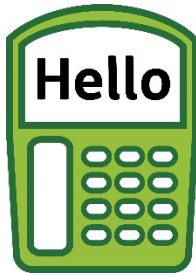
You can go to our website.

www.ndiscommission.gov.au



You can call us.

1800 035 544



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



You can follow us on LinkedIn.

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