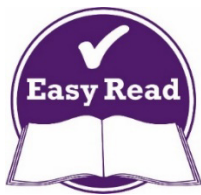




NDIS Quality  
and Safeguards  
Commission

# Understanding your rights

Easy Read fact sheet



---

## How to use this fact sheet



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you see the word 'we', it means the NDIS Commission.



We wrote this fact sheet in an easy to read way.

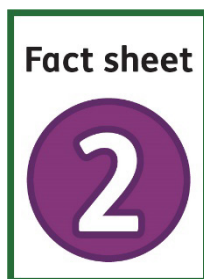
We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**.

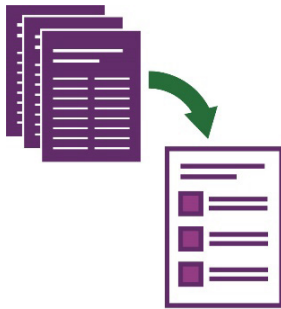
This means the letters are thicker and darker.

We explain what these words mean.



We wrote 5 fact sheets about behaviour support.

This is fact sheet 2.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important information.



You can find the other fact sheet on our website.

[www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices)



You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

---

## What are rights?

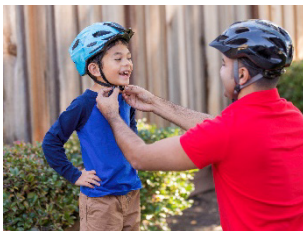


**Rights** are rules about how everyone should be treated.



People with disability have the right to be treated the same as everyone else.

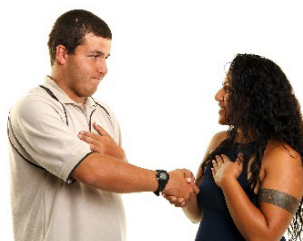
For example, you have the right to be:



- safe



- treated fairly



- respected.

---

You also have the right to:



- make choices



- take part in your community.

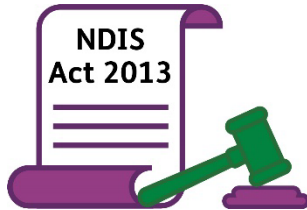
---

## The law and your rights



There are **laws** that protect your rights.

Laws are rules that we all must follow.

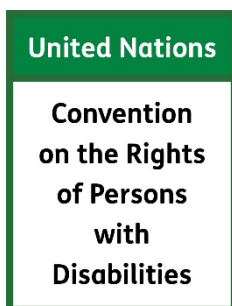


We have a law called the *NDIS Act 2013* (the Act).



The Act makes sure that **participants** are treated fairly.

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



The Act also supports the goals of the **United Nations Convention on the Rights of Persons with Disabilities**.

We call it the UN Convention.



The UN Convention is an agreement between countries about making sure that people with disability are treated fairly.

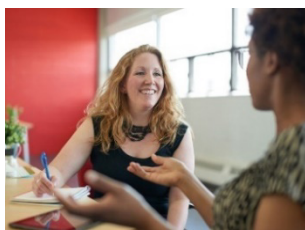
---

## Positive behaviour support and your rights

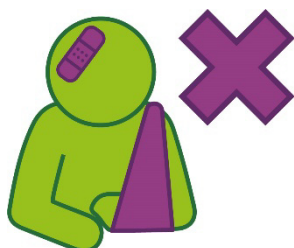


**Positive behaviour support** aims to help you live your best life.

Positive behaviour support helps people:



- understand your behaviour
- meet your needs
- provide the right support to you.

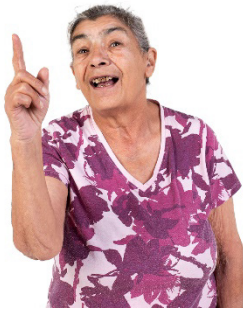


Positive behaviour support does not hurt you.



---

When you get behaviour support, you have the right to:



- have a say about things that are important to you



- feel safe to ask questions



- get good supports.



You also have the right to take part in writing your **behaviour support plan**.

A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



## Restrictive practices and your rights



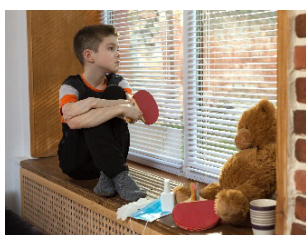
Sometimes behaviour support plans include **restrictive practices**.

They do this to help keep everyone safe.



Restrictive practices can help:

- stop behaviour
- change behaviour.



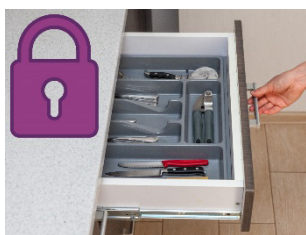
They can also stop you from:

- going places
- doing what you want.

For example, a restrictive practice might be:



- using a helmet if you are hitting your head



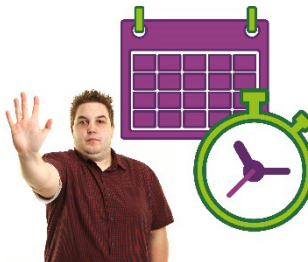
- locking away sharp things, like knives.



Restrictive practices can also take away your rights.



You have a right to have any restrictive practices in your plan explained to you.



Over time, you have a right to have less or no restrictive practices in your life.

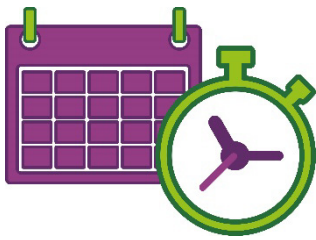


There are rules about the use of restrictive practices.  
These rules help protect your rights.

For example, restrictive practices must only be used:



- after trying other things first



- for the shortest time possible.



**Registered** providers must follow these rules.

This means we have checked them.



You can find an Easy Read version of our Restrictive Practices guide on our website.

[www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-5140](http://www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-5140)

## How do we protect your rights?



We make sure participants get services that are safe and good.



We also make sure that providers treat you fairly.



If you are not happy with how you are being treated, you can make a **complaint**.

A complaint is when you tell us something is wrong with your supports or services.



You can find information about how to make a complaint on our website.

[www.ndiscommission.gov.au/participants/participants-make-complaint](http://www.ndiscommission.gov.au/participants/participants-make-complaint)

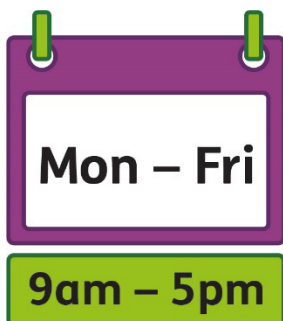


You can also contact us to make a complaint.

Our contact details are on the next page.

---

## Contact us



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

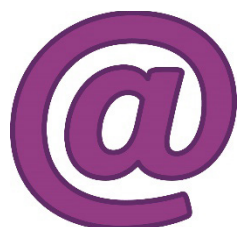


If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**



You can write to us.

NDIS Quality and Safeguards Commission

PO Box 210

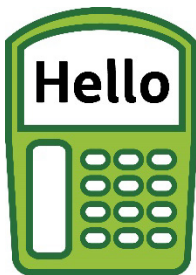
Penrith

NSW 2750



You can go to our website.

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



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](http://internet-relay.nrscall.gov.au)



You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)



You can follow us on Facebook.

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



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](https://www.informationaccessgroup.com).

Quote job number 5049-B.