



Choosing quality and safe supports



A service provider is a person, business or organisation that delivers your supports. It is important to choose service providers that will help you reach your goals.

You have the right to feel safe and to receive quality services and supports from your providers, regardless of which service provider you use. Remember, you can change service providers if necessary.

Some service providers are registered with the NDIS Quality and Safeguards Commission. We refer to them as **registered providers**. Other businesses/organisations choose not to register with the NDIS Commission; they are **unregistered providers**. Regardless of whether they are registered or unregistered, all service providers must:

- comply with the requirements of the NDIS Code of Conduct
- listen and respond appropriately to complaints.

If you feel unsafe or unhappy with the services you are receiving from a registered or unregistered provider, it's always okay to speak up.

What is different about a registered provider?

Registered providers have additional obligations. These obligations include:

- complying with the NDIS Practice Standards

- complying with new worker screening obligations as they are rolled out
- ensuring that employees successfully complete the online Worker Orientation Module
- maintaining their registration with the NDIS Commission
- reporting incidents to the NDIS Commission.



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What is the NDIS Code of Conduct?

The NDIS Code of Conduct sets out the minimum standards and obligations that NDIS participants and all Australians can expect of providers and workers delivering NDIS supports and services.



Respect individual rights



Respect self-determination



Act with integrity, honesty and transparency



Ensure quality and safety



Respect privacy



Deliver services competently



Prevent and respond to violence, neglect, abuse, and exploitation

It must be upheld by:

- registered service providers
- unregistered service providers
- workers of service providers
- community partners under the NDIS such as Local Area Coordinators and Early Childhood Early Intervention Partners.

Safeguards when using service providers

You (or someone on your behalf) can make a complaint if you have concerns about the quality or safety of NDIS supports or services provided to you.

You can make a complaint directly to the relevant service provider.

You can also make a complaint to the NDIS Commission. Our complaints service is independent and free, and you can let us know your preferred method of communication. Complaints can be made anonymously. Where appropriate, we will seek to resolve the complaint.

The NDIS Commission has a range of powers we can use to respond to matters. These include powers of investigation and imposing penalties such as revoking registration, and banning workers and service providers.

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

Choosing a service provider

You can visit the NDIS website for lists of registered service providers in each state and territory at: www.ndis.gov.au/participants/working-providers/find-registered-provider

When finding a service provider that is right for you, you may wish to seek advice from people such as:

- advocates and advocacy groups
- family
- friends
- Early Childhood (EC) Partners
- Local Area Coordinator (LAC) and/or NDIA Planner.

How do I know which service providers have been banned?

In the most serious cases, the NDIS Commission can make a banning order that stops a service provider or worker from providing supports or services in the NDIS market.

If the NDIS Commission bans a service provider from providing supports or services, we will update our NDIS Provider Register, which is available on our website at: www.ndiscommission.gov.au/document/1141

We encourage you to look at our information on registered providers regularly.



To contact the NDIS Commission

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 and ask for 1800 035 544

Submit the Online Complaint Contact Form
www.ndiscommission.gov.au/participants/complaints

Mail: PO Box 210, Penrith NSW 2750