# Participant Service Charter

Making a difference for the people who use   
the NDIS

### Easy Read text-only version

How to use this charter

The National Disability Insurance Agency (NDIA) wrote this charter. When you see the word ‘we’, it means the NDIA.

We wrote this charter in an easy to read way.

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

This means the letters are thicker and darker.

We explain what these words mean. There is a list of these words on   
page 22.

This Easy Read charter is a summary of another document. This means   
it only includes the most important information.

You can find the other document on our website – [www.ndis.gov.au/servicecharter](http://www.ndis.gov.au/servicecharter)

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

There is other information that might help you read and understand this charter.

You might like to read our Corporate Plan.

Our Corporate Plan explains the goals for the NDIS over the next   
4 years.

You can also read our Participant Service Improvement Plan.

The Participant Service Improvement Plan talks about how we will make our services better.

You don’t have to read this charter all at once.

You can take your time and read it at your pace.

What’s in this document?

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## About the Participant Service Charter

**Participants** are people with disability who take part in the National Disability Insurance Scheme.

We call it the NDIS.

Participants are the most important part of all the work we do.

We want participants to make their own decisions about their lives.

And we want to support everyone who uses the NDIS.

This includes:

* children and young people
* adults
* parents and families
* people who want to join the NDIS.

We updated the Participant Service Charter based on changes to   
the law.

The Participant Service Charter explains what you can expect from   
the NDIS.

We want you to have a good experience when you use the NDIS.

When we work with you, we will be:

* transparent
* responsive
* respectful.

We will also:

* be empowering
* connect with you.

We talk about each of these things in more detail on the following pages.

## How will we be transparent?

When we are **transparent**, we will make it easy to understand our information and decisions.

To be transparent we will make sure our information is easy to:

* understand
* find and use.

To be transparent, we will:

* stay in touch with you
* tell you what’s happening.

And we will:

* communicate with you in a way that you want
* explain the decisions that we make
* answer your questions.

## How will we be responsive?

When we are **responsive**, we will help you with what you need.

To be responsive we will make decisions on time.

You can find out more about this on page [10](#_What_can_you).

We will also give you one person to contact so you only have to tell your story once.

And we will give you options and choices if your life changes.

## How will we be respectful?

When we are **respectful**, we treat you like an individual.

To be respectful, we will:

* listen to you
* work together with you.

And we will make sure our staff understand your disability and **diversity**.

Diversity is what makes people different from each other.

We will also use your **feedback** to learn.

When you give feedback, you tell someone what:

* they do well
* needs to be fixed.

## How will we be empowering?

When we are **empowering**, we help you live your life the way you want.

We help you find and use information.

To be empowering we will:

* make what we do easy to understand
* make working with us easy.

And we will give you information to help make sure you:

* can make decisions
* have support to make decisions.

We will also explain your **rights** to you so you know how you can expect   
to be treated.

Rights are rules about how everyone should be treated fairly and equally.

We will also make sure you have a say about what is in your plan.

And we will listen and work with people with disability so we can learn from their experiences.

## How will we connect with you?

When we **connect** with you, we help you find the supports and services you need.

To connect with you, we will give you choices about how you communicate with us.

And we will help you:

* use your plan in a way that’s right for you
* find supports and services.

We will also connect with the community.

This will help them know about the NDIS and how it works.

And we will connect with people from different communities   
across Australia.

This includes:

* people from First Nations communities
* people who speak languages other than English.

It also includes people from different **cultures** and backgrounds.

Your culture is:

* your way of life and beliefs
* what is important to you.

And it includes people from **LGBTIQA+** communities.

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The ‘+’ is for people who are part of the LGBTIQA+ community but don’t talk about themselves using a word from this list.

## What can you expect?

You can expect us to do things on time, including:

* making decisions
* giving you information
* reviewing a decision.

On the following pages we explain:

* what we will do
* how many days it takes us.

### Getting started with the NDIS

| **What we will do** | **The most days it will take us** |
| --- | --- |
| Decide who can use the NDIS | 21 days |
| Give people time to prepare information if we ask for it | 90 days |
| Decide who can use the NDIS after  we get more information | 14 days |

### Getting a plan

| **What we will do** | **The most days it will take us** |
| --- | --- |
| Start making your plan | 21 days |
| Approve a plan | 56 days |
| Approve a plan for a child under 7 years old | 56 days |
| Ask if you want to have a meeting about starting your plan, when your plan is approved | As soon as we can |
| Have a meeting to start your plan,  if you want to | 28 days |
| Give you a copy of your approved plan | 7 days |

### Plan reassessment or changing your plan

When we do a **plan reassessment**, we check your plan to see what needs to change.

You can ask for a plan reassessment. Or we can ask for one.

| **What we will do** | **The most days it will take us** |
| --- | --- |
| Start setting up a plan reassessment | 56 days before the plan reassessment date |
| Decide whether to do a plan reassessment if you ask us to | 21 days after you ask us to |
| Do a plan reassessment you have asked us to do | 28 days after we agree  to do it |
| Decide whether to change small parts of your plan if you ask us to, or tell you if we need more time to decide | 21 days |
| Decide whether to change small parts of your plan after we tell you we need more time | 28 days |
| Decide whether to change big parts  of your plan after we tell you we need more time | 50 days |
| Give you a copy of the plan after  we change it | 7 days |

### Reviewing our decisions

| **What we will do** | **The most days it will take us** |
| --- | --- |
| Review our decisions if we need to | 60 days |
| Change something when the **Administrative Appeals Tribunal (AAT)** asks us to.  The AAT reviews government decisions. | 28 days |

### Using a nominee

Some people have a **nominee**.

Your nominee is someone you choose to:

* make decisions you can’t make
* do things for you that you can’t do on your own.

Sometimes we need to cancel a nominee.

We will do this within 14 days if:

* you ask us to
* your nominee asks us to.

### Calling our service centre

We will answer 80% of calls within 1 minute.

### Making a complaint

When you make a **complaint**, you tell someone that something:

* has gone wrong
* isn’t working well.

When someone makes a complaint, we will fix most problems within   
21 days.

But some problems may take longer to fix.

| **What we will do** | **The most days it will take us** |
| --- | --- |
| Tell you that we have received  your complaint | 1 day |
| Get in touch after we receive  your complaint | 2 days |
| Fix your complaint if we can | 21 days |

## How will we know if this Charter is working?

We will know if this Charter is working if we provide services on time.

We will ask people how they think we are doing.

We will use a survey every 3 months to ask people what they think.

We will share how well we reach the targets that we explained   
on pages [10](#_What_can_you)–13.

We will include this information in our Quarterly Report.

And we share this with disability ministers.

You can find an Easy Read version of the Quarterly Report on our website – www.ndis.gov.au/about-us/publications/quarterly-reports

The Commonwealth Ombudsman will also write a report each year.

The Commonwealth Ombudsman helps people who made a complaint about government services.

It will be easier for you to work towards your goals.

Your goals were used to make your plan.

Your goals should also be about things you want to work towards with the help of:

* the NDIS
* other supports and services.

For example, your goal might be to find and keep a job.

We will listen to you if you give us feedback.

We believe that we can make a real difference for people with disability   
in our community.

This will happen if we:

* do a good job
* do what we say we will do in this Participant Service Charter.

We will update the charter from time to time. We will share the charter   
on our website when we update it.

## How to tell us what you think

We want to know what you think.

You can tell us if you’re happy with our services.

Or you can tell us if you’ve had a problem.

You can fill out the feedback form on the NDIS website – [www.ndis.gov.au](http://www.ndis.gov.au)

You can send us an email – [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

You can call us – 1800 800 110

You can tell us in person at our NDIS offices. There is a list of our offices on our website – [www.ndis.gov.au/contact/locations](http://www.ndis.gov.au/contact/locations)

## If you have a problem

If you make a complaint, we will listen to you.

We will let you know how your complaint is going.

And we will help you straight away if we think you might be at risk   
of being hurt.

### If you’re not happy about your complaint

If you don’t agree with the NDIA’s review, you can contact the Commonwealth Ombudsman.

You can call them – 1300 362 072

You can visit their website – [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## If you are not happy with a decision

If you are unhappy with a decision we have made, you can ask us to review it.

You need to do this within 3 months from when we made the decision.

If you don’t agree with the NDIA’s review, you can ask the AAT to review the decision.

You can call the AAT – 1800 228 333

You can contact them on their website – [www.aat.gov.au](http://www.aat.gov.au)

You need to do this within 28 days from when we made the decision.

### The NDIS Quality and Safeguards Commission

The **NDIS Quality and Safeguards Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

* are safe
* get good services.

You can make a complaint about your supports and services.

For example, you can make a complaint if your supports are not good   
or safe.

You can call the NDIS Commission to make a complaint.

Phone – 1800 035 544

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

Phone – 131 450

If you have trouble speaking or hearing, you can call the National   
Relay Service.

Phone – 133 677

You can also use TTY.

Phone – 133 677

You can also make a complaint on the NDIS Commission website.

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

## Contact us

For more information about our Charter, please contact us.

You can visit our website – [www.ndis.gov.au](http://www.ndis.gov.au)

You can call us – 1800 800 110

You can send us an email – [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

You can write to us.

National Disability Insurance Agency GPO Box 700 Canberra ACT 2601

You can visit your local:

* NDIS office
* local area coordinator office
* early childhood intervention office.

You can follow us on Facebook – [www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)

You can follow us on Twitter – @NDIS

You can talk to us online using our webchat feature at the top of our website – [www.ndis.gov.au](http://www.ndis.gov.au)

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS) – 131 450

If you have a speech or hearing impairment, you can call:

TTY – 1800 555 677

Speak and Listen – 1800 555 727

National Relay Service

Phone – 133 677

Website – [www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

This list explains what the **bold** words in this document mean.

**Administrative Appeals Tribunal (AAT)**

The AAT reviews government decisions.

**Commonwealth Ombudsman**

The Commonwealth Ombudsman helps people who made a complaint about government services.

**Complaint**

When you make a complaint, you tell someone that something:

* has gone wrong
* isn’t working well.

**Connect**

When we connect with you, we help you find the supports and services you need.

**Culture**

Your culture is:

* your way of life and beliefs
* what is important to you.

**Diversity**

Diversity is what makes people different from each other.

**Empowering**

When we are empowering, we help you live your life the way you want.

We help you find and use information.

**Feedback**

When you give feedback, you tell someone what:

* they do well
* needs to be fixed.

**LGBTIQA+**

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The ‘+’ is for people who are part of the LGBTIQA+ community but don’t talk about themselves using a word from this list.

**NDIS Quality and Safeguards Commission (NDIS Commission)**

The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure people with disability who take part in the NDIS:

* are safe
* get good services.

**Nominee**

Your nominee is someone you choose to:

* make decisions for you
* do things for you that you can’t do on your own.

**Participants**

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

**Plan reassessment**

When we do a plan reassessment, we check your plan to see what needs to change.

You can ask for a plan reassessment. Or we can ask for one.

**Respectful**

When we are respectful, we treat you like an individual.

**Responsive**

When we are responsive, we will help you with what you need.

**Rights**

Rights are rules about how everyone should be treated fairly and equally.

**Transparent**

When we are transparent, we will make it easy to understand our information and decisions.

The Information Access Group created this text-only Easy Read document. For any enquiries, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com/). Quote job number 4971.

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