



**NDIS Quality  
and Safeguards  
Commission**

## NDIS Quality and Safeguards Commission

### What is our role?



The NDIS Commission wants to make things better for NDIS participants.



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We're part of the Australian Government but work separately from the NDIS.



As an NDIS participant, you have rights.



You have the right to:

- be safe
- be respected



- receive good quality services



- achieve your goals.



We help you and listen when you're not happy.



It's always OK to speak up.



We work with NDIS providers to make sure things are done the same way across Australia.



We explain:



- what they need to do
- the rules to follow.



We work to see if NDIS providers are registered and doing a good job.

We want NDIS providers to follow the NDIS:



- Code of Conduct



- Practice Standards.



If NDIS providers don't follow the rules they can get in trouble.



We can stop them from providing NDIS services. We can take away their registration.



You can complain to us if you're unhappy with your services or feel unsafe. It's OK to speak up.



We also work with your family, friends and carers. It's OK for them to speak up to let us know if you're not happy or safe.



We listen to problems and complaints and help fix them.



You can contact us with questions. Your family, friends and carers can too.



We have information on our website about other ways to contact us. There's more than one way.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.

### Find out more



We have more information on our website about:



- the NDIS Commission



- what it means for you



- when the NDIS starts in your state or territory.



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



You can also call us.

**1800 03 55 44**

It's free to phone us on landlines.

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The NDIS started working in:



- New South Wales and South Australia on 1 July 2018



- Queensland, South Australia, Victoria, Tasmania and Northern Territory on 1 July 2019.



- Western Australia on 1 December 2020