

Know your rights

As an NDIS participant, you have the right to:

- ✓ Access quality services
- ✓ Make choices
- ✓ Have control over your NDIS plan and service agreement
- ✓ Choose the providers, supports and services that meet your needs

Understanding your supports and services helps you make decisions that are best for you



1 Transparency

You have the right to:

- Understand the services you are receiving.
- Understand your services, including fees and charges, wait periods and entitlements.
- Ask your provider for information about all the different parts of your support.

2 Fearless feedback

- Giving positive or negative feedback about your experience is important to improve your NDIS service.
- You have a right to give feedback without being afraid of unfair treatment, or that your services will be taken away.
- The NDIS feedback process is an open and safe space, where your voice matters.



3 Speak up

- You have the right to speak up; communication is important.
- If you are unhappy with a provider, service or support, say something straight away.
- Speak to your provider and tell them your experience.
- Speak up early to make sure you receive the information that meets your needs.



Know your rights, speak up if something isn't right

