

## Participant Handbook (Verification)

**Note:** this handbook can be printed directly from this page to help maintain currency of information.

**Who this handbook is for:** This handbook gives participants a practical summary of their key rights and what to expect when receiving supports from a provider. It also explains how to raise concerns, make a complaint, and access help if you need it.

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## Your rights

As an NDIS participant, you have the right to:

1. **Choice and control** — choose who provides your supports, how they are delivered, and have a say in decisions about your life.

2. **Dignity and respect** — be treated as an individual, with courtesy and consideration for your preferences, culture and identity.
3. **Safety** — receive supports that are safe, competent and free from abuse, neglect, exploitation and discrimination.
4. **Privacy and confidentiality** — have your personal information handled securely and only shared with your consent or as required by law.
5. **Complain and give feedback** — raise concerns or make a complaint without fear of negative consequences to your services.
6. **Access an advocate** — have someone help you speak up, understand information, or make a complaint at any time.
7. **Be informed** — receive clear information about your supports, your provider's policies, and how decisions are made.

## Section 1: What to expect from your provider and workers

### Before supports begin

Your provider will:

- give you **written information** that explains the supports you will receive, how they will be delivered, costs, and how to end the agreement
- explain **how to raise concerns or make a complaint**
- complete any relevant **risk assessments** (e.g. home safety) before services start at your home.

### Workers supporting you

Your provider must ensure that workers:

- have completed the **NDIS Worker Orientation Module**
- hold a current **NDIS Worker Screening Check** clearance if they are in a risk-assessed role
- are trained, competent and working within their role and qualifications
- have completed **infection prevention and control training**
- follow the **NDIS Code of Conduct** — acting with integrity, honesty and transparency.

### Your role

To help your provider deliver safe and effective supports, you are encouraged to:

- share relevant information about your support needs, preferences and any risks

- let your provider know if your needs or circumstances change
- follow agreed risk strategies where you choose to participate in supports
- treat workers and others with respect.

## Section 2: Incidents and your safety

### What is an incident?

An incident is an event that causes or could cause harm. This includes accidents, injuries, near misses, hazards, and any form of abuse, neglect or exploitation.

### What happens when there is an incident

Your provider will:

1. Make sure you are **safe** and arrange any urgent care or support you need.
2. **Report** the incident and investigate what happened.
3. **Keep you informed** about what is being done and the outcome.
4. Take **corrective action** to reduce the risk of it happening again.
5. Report **serious incidents** to the NDIS Commission within required timeframes.

### Reportable incidents

Some incidents are serious enough that your provider must notify the NDIS Commission. These include:

- death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming
- use of a restrictive practice that is not authorised.

### Restrictive practices

A restrictive practice limits a person's rights or freedom of movement. This can include physical restraint, mechanical restraint, environmental restraint (e.g. locked doors), chemical restraint (medication used to control behaviour outside an approved plan), or seclusion. Workers must not use restrictive practices unless lawfully authorised.

## What you can do

- **Tell a worker or the Director** if you feel unsafe, see something concerning, or experience harm.
- **Call emergency services (000)** if you or someone else is in immediate danger.
- **Contact the NDIS Commission** directly if you want to report a serious concern (1800 035 544).

## Section 3: Complaints, feedback and advocacy

### Your right to complain

You have the right to make a complaint at any time. Your services will not be affected because you raise a concern. Complaints help your provider improve.

### How to make a complaint

You can complain:

- **verbally** — tell any worker or the Director
- **by phone** — the phone number is on the website or ask a worker
- **in writing** — letter, email, or complaint form
- **with help** — ask a family member, friend or advocate to complain on your behalf (see table below)

You can also complain anonymously, although this may limit the provider's ability to follow up or tell you the outcome.

### What happens when you complain

1. Your complaint will be **acknowledged within 2 working days**.
2. The provider will **listen, clarify the issues** and explain what will happen next.
3. Simple issues will be **resolved quickly** where possible.
4. Serious or complex complaints will be **investigated** by management.
5. The provider aims to **resolve complaints within 30 days** where possible.
6. You will be told the **outcome and reasons** for any decision.
7. If you are not satisfied, you will be told your **options for review**, including complaining to the NDIS Commission.

### Procedural fairness

Complaints are managed fairly. This means:

- you will be given a chance to tell your side of the story
- decisions will be made impartially and based on relevant information
- you will be told the outcome and the reasons for the decision
- you will be told what you can do if you are not satisfied.

## Advocacy

You have the right to an advocate — someone who can help you speak up, understand information, or make a complaint. Your provider will support you to access advocacy services if you want help.

## External complaints and advocacy contacts

Service	Purpose	Contact	Website
NDIS Quality and Safeguards Commission	Complaints about NDIS providers and services	1800 035 544	<a href="http://ndiscommission.gov.au">ndiscommission.gov.au</a>
NDIA	Complaints about the NDIA or an NDIS plan	1800 800 110	<a href="http://ndis.gov.au">ndis.gov.au</a>
National Disability Abuse and Neglect Hotline	Reporting abuse or neglect concerns	1800 880 052	<a href="http://jobaccess.gov.au/complaints/hotline">jobaccess.gov.au/complaints/hotline</a>
Office of the Australian Information Commissioner	Privacy complaints	1300 363 992	<a href="http://oaic.gov.au">oaic.gov.au</a>
National Disability Advocacy Program (NDAP)	Find disability advocacy information and services	Refer website	<a href="#">National Disability Advocacy Program (NDAP)</a>
Disability Gateway	Disability information, support	1800 643 787	<a href="http://disabilitygateway.gov.au">disabilitygateway.gov.au</a>

	pathways and referrals		
Disability Advocacy Support Helpline	Support to access disability advocacy	Refer website	<a href="#">Disability Advocacy Support Helpline</a>
Ask Izzy	Search for disability advocacy and local support services	Refer website	<a href="#">Ask Izzy: Find the help you need, now and near by</a>

## Section 4: Your safety and wellbeing

### How your provider manages risk

Your provider identifies and manages risks to keep you safe. This includes:

- completing **risk assessments** before and during service delivery (e.g. home safety assessments)
- putting **controls in place** to reduce risks
- reviewing risks regularly and after any incident or change in your circumstances
- maintaining **emergency and disaster plans** so your supports can continue during disruptions
- holding appropriate **insurance** (professional indemnity, public liability, accident insurance).

Your provider balances your **dignity of risk** — your right to make choices about your own life — with their responsibility to keep you and others safe.

### Infection prevention and control

Your provider and workers follow standard precautions to prevent the spread of infection, including:

- **hand hygiene** — washing hands with soap and water for at least 20 seconds, or using hand sanitiser
- **respiratory hygiene** — covering coughs and sneezes, disposing of tissues safely
- **personal protective equipment (PPE)** — gloves, masks or other equipment where needed
- **environmental cleaning** — keeping surfaces and shared areas clean
- **safe waste handling** — disposing of contaminated materials safely.

Workers are trained in infection prevention and control and must complete refresher training at least every two years.

### What to do in an emergency

- **Call 000** for police, fire or ambulance.
- Tell a worker or the Director as soon as possible.
- Follow any emergency instructions from your provider or emergency services.

### Your privacy

Your personal information is handled securely and in line with privacy law. Your provider will:

- only collect information that is needed to deliver your supports safely
- store your information securely
- only share your information with your consent, or where required by law
- tell you how your information is used if you ask.

If you believe your privacy has been breached, you can raise this with your provider or contact the Office of the Australian Information Commissioner (1300 363 992).

### Quick participant checklist

1. I have received and understand my **service agreement**.
2. I know my **rights** as an NDIS participant.
3. I know how to **raise a concern or make a complaint** with my provider.
4. I know I can **complain to the NDIS Commission** (1800 035 544) at any time.
5. I know I can ask for an **advocate** to help me speak up.
6. I know how to **report a safety concern** or incident to my provider.
7. I know to **call 000** in an emergency.
8. I understand how my **personal information** is handled and protected.

### References

- [NDIS Participant Rights](#)
  - [NDIS Code of Conduct](#)
  - [NDIS Commission — Making a Complaint](#)
  - [NDIS Commission — Incident Management and Reportable Incidents](#)
  - [Disability Gateway](#)
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## DMS Information

<b>Document Type</b>	Handbook
<b>Status</b>	<b>CURRENT</b>
<b>NDIS Reference</b>	VER 5. Other

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