

ndis

**Participant
Service Charter**



1 Our Participant Service Charter

We know the National Disability Insurance Scheme (NDIS) is making a difference to participants' lives.

We are focused on improving how we serve people applying to access the NDIS, NDIS participants and or their parents and carers to meet our **Purpose**:

Support individuals with a significant and permanent disability (participants) to be more independent, and engage socially and economically, while delivering a financially sustainable NDIS that builds genuinely connected and engaged communities and stakeholders.

Our **Participant Service Charter** sets out what you can expect from us at the National Disability Insurance Agency (NDIA) and our Partners in the Community organisations.

It provides overall principles for our interactions with you, and clear service standards and timeframes. These are included in the legislated **Participant Service Guarantee**.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the **Participant Service Improvement Plan 2022-23**.

The Participant Service Guarantee and Participant Service Improvement Plan provide us with a clear direction to improve your experience with the NDIS.

Improving your experience with us is part of how the NDIS can deliver on its promise. That promise is to support you to achieve your goals, so you can get on and do the things you want to do. We want you to have greater independence and be part of more inclusive communities. And for this to happen, we need to improve what we do and how we do it with you.

We want to empower and support you to make your own choices and decisions.

Nearly half of NDIS participants are less than 18 years old, and we want to support and promote your voice in your plans and supports where possible, so you can take control of your NDIS. This includes children in out of home care too.

We also want to adopt family-centred practices respecting that families and carers also give voice to their children's needs and support their development.

On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2022 passed in both houses of Parliament and received Royal Assent on 1 April 2022. The NDIA has reviewed the Participant Service Charter to ensure it is in line with the legislated changes and it remains current.

The Participant Service Charter is current as of October 2022. It will be reviewed and updated periodically to make sure it remains current. Updates will be available on the NDIS website.



2 How we will work with you

The Participant Service Charter is based on five principles for our engagement with you - as set out in the Participant Service Guarantee:



Transparent



Responsive



Respectful








Empowering



Connected



The standards in the table are underpinned by the Participant Service Improvement Plan.

How we will work with you	What this means for you	What you can expect from us
 <p>Transparent</p>	<p>We will make it easy to access and understand our information and decisions.</p>	<p>We will:</p> <ul style="list-style-type: none"> • update our information so it is accessible and easy to understand • keep you informed and communicate in your preferred format • explain the decisions we make and your appeal rights • make sure we have answers to your questions.
 <p>Responsive</p>	<p>We will respond to your individual needs and circumstances.</p>	<p>We will:</p> <ul style="list-style-type: none"> • make quality decisions within the Participant Service Guarantee time standards • provide you with a staff member to contact so you only need to tell us information once • give you options, so if your circumstances change, we can work together to find an appropriate solution.
 <p>Respectful</p>	<p>We will recognise your individual experience and acknowledge you are an expert in your own life.</p>	<p>We will:</p> <ul style="list-style-type: none"> • listen to you so we can understand your experience • work together so the NDIS can support you within the requirements of the Act • make sure our staff are trained to understand the impact of different disabilities and diversity in people's lives • listen to your feedback and use this to find better ways of doing things.
 <p>Empowering</p>	<p>We will make it easy to access and use information and be supported by the NDIS to lead your life.</p>	<p>We will:</p> <ul style="list-style-type: none"> • make our processes simple and easy to understand and use • give you information so you are prepared and supported to make decisions • inform you of your rights with the NDIS and providers • support and promote your voice so you have control of your plan • include people with disability and the community to help us develop and test our processes.
 <p>Connected</p>	<p>We will support you to access the services and supports you need.</p>	<p>We will:</p> <ul style="list-style-type: none"> • give you options so you can choose how you connect with us • help you to use your plan and find supports and services • help you understand and find other government and community services and supports you can access • build community awareness and understanding of the NDIS • connect with participants from all communities, especially in First Nations, culturally and linguistically diverse and LGBTQIA+ communities.

3 The service standards you can expect

The following service standards are set out in the legislated Participant Service Guarantee and draft Participant Service Guarantee Rules. The NDIA reports on our performance against the Participant Service Guarantee in Quarterly Reports to disability ministers.

Service type	Description of the service being guaranteed	Service Guarantee
Access	Make an access decision, or request for more information, after an access request has been received.	21 days
	Allow sufficient time for prospective participants to provide information, after the NDIA has requested further information.	90 days
	Make an access decision, after the final information has been provided.	14 days
Planning	Commence facilitating the preparation of a plan, after an access decision has been made.	21 days
	Approve a participant's plan, after an access decision has been made.	56 days
	Approve a plan for Early Childhood Intervention participants, after an access decision has been made.	56 days
Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	As soon as reasonably practical
	If the participant accepts the offer, hold a plan implementation meeting.	28 days
	Provide a copy of the plan to a participant, after the plan is approved.	7 days
Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days
	Decide whether to undertake a participant requested plan reassessment, after the request is received.	21 days
	Complete a participant requested plan reassessment, after the decision to accept the request is made.	28 days

Service type	Description of the service being guaranteed	Service Guarantee
Plan variations	Decide whether to vary a plan, after the request is received or inform the participant the NDIA needs more time.	21 days
	Decide whether to vary a plan, after the NDIA informs a participant that more time is required.	28 days
	For more complex situations ¹ , decide whether to vary a plan, after the NDIA informs a participant that more time is required.	50 days
	Provide a copy of the plan to a participant, after the plan is varied.	7 days
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days
	Implement an Administrative Appeals Tribunal (AAT) decision, after receiving notification of the AAT decision.	28 days
Nominee	At the request of a participant, cancel a participant requested nominee.	14 days
	At the request of a nominee, cancel them as a nominee.	14 days

Service standards for the National Contact Centre

Service type	Description of the service being guaranteed
National Contact Centre	Our National Contact Centre will answer 80% of calls within 60 seconds.

Service standards for complaints

Service type	Description of the service being guaranteed	Service Guarantee
Complaints	Acknowledge a complaint after we receive it.	1 day
	Make contact after we receive a complaint.	2 days
	Resolve 90% of complaints after we receive it. More complex complaints may take longer to address.	21 days

¹ Complex situations may include complex needs, risk or complex assistive technology or home modifications.

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How you will know if we are delivering against the Participant Service Charter

- 1** We will **report on our performance** against the **Participant Service Guarantee** in NDIS Quarterly Reports to disability ministers.
- 2** We will do things with you and for you **on time** – as set by the **Participant Service Guarantee** time standards.
- 3** We will aim to reach 80 per cent for each stage of the participant pathway. The NDIA is currently reviewing the Participant Satisfaction Survey to measure itself against the five engagement principles: **transparent, responsive, respectful, empowering and connected**. The Independent Advisory Council will oversee this.
- 4** The **Commonwealth Ombudsman** is required to **prepare a report** each year on our performance in delivering the Participant Service Guarantee.
- 5** It will be easier for you to **meet your goals**, which were used to build your support plan. The goals should reflect the things you aim to achieve with help from the NDIS and other supports and services. For example, to live more independently or getting or keeping a job.
- 6** You will see continued improvements in measures of **family, social, community, and economic** outcomes from the NDIS.
- 7** You will be supported by a **financially sustainable** NDIS that you can rely on into the future.
- 8** The **general community** will also value the NDIS, as measured by sentiment survey scores improving over time. The Independent Advisory Council will also oversee this.
- 9** We also know that **you will hold us to account** by providing your feedback, compliments, complaints and suggestions. We will use this feedback to review our systems and processes to improve the NDIS.



5 Contacting us

If you have questions or need NDIS advice or support, you can contact us.

There are many ways you can do this, including:

- **by phone** – calling 1800 800 110
- **using [webchat](#)** on the NDIS website
- **email:** enquiries@ndis.gov.au
- **in person** at your local NDIS, Local Area Coordinator or Early Childhood Early Intervention office in your area. Search your local area
- **in writing** – our mailing address is:
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

You can also contact us using accessibility services, including:

- translating and interpreting – For a free of charge translator or interpreter you can phone **131 450**
- if you have communication access needs, you can use: TTY: **1800 555 677** or Speak and Listen: **1800 555 727**
- **National Relay Service:** Visit the [National Relay Service](#) website or phone **1800 555 727** then ask for **1800 800 110**.

How you can provide feedback, compliments, suggestions and complaints

We respect and value feedback and encourage you to share your concerns, compliments and suggestions with us.

You can have your say by:

- completing the **feedback form** on the [NDIS website](#)
- emailing us at feedback@ndis.gov.au
- **calling us** on **1800 800 110**
- **In person** at any of our NDIS [offices](#).

Our goal is to understand and resolve concerns as quickly as possible, long before they become a formal complaint.

How we will respond to a complaint

We will respond to your complaint by:

- keeping you informed about the progress of your complaint at every stage, using your preferred communication method
- talking with you or your representative about your complaint to better understand it
- taking immediate action if a participant appears to be at risk of harm, neglect or abuse.

You can find more information about our service standards for complaints and feedback in the **service standards you can expect** section of this document.

If you are unhappy about the outcome or how we handled your complaint

If you're unhappy with our resolution process, you can ask for a supervisor or manager to review your complaint and how it was handled.

You may also choose to contact the Commonwealth Ombudsman:

- **visit:** [Ombudsman website](#)
- **phone:** 1300 362 072.

Making a complaint about the quality or safety of services and supports

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by:

- **phoning** 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- **completing** a [complaint contact form](#).

For information about making a complaint, visit the [NDIS Commission website](#).

If you do not agree with a decision we have made

If you believe the NDIA has made the wrong decision, you can choose to have it reviewed.

Requests for an internal review must be made within three months of a decision.

For more information, please visit our [website](#).

If you are unhappy with the outcome of an internal review

If you believe the NDIA has made the wrong decision in your internal review request, you may choose to lodge an external review request through the Administrative Appeals Tribunal (AAT).

An application to the AAT needs to be made within 28 days from when a participant receives their internal review decision.

The AAT is independent of the NDIA.



We follow the requirements of the Commonwealth's Model Litigant obligations. Further information can be found under Appendix B of the [Legal Services Directions 2017](#). We may appeal a decision of the AAT on a question of law. We will implement AAT decisions within 28 days as set in the Participant Service Guarantee.

For more information about external reviews through the AAT:

- visit our [website](#)
- **phone:** 1800 228 333
- **visit:** [AAT website](#).



National Disability Insurance Agency

-  Telephone 1800 800 110
-  Webchat ndis.gov.au

Follow us on our social channels



For people who need help with English

-  TIS: 131 450

For people who are deaf or hard of hearing

-  TTY: 1800 555 677
-  Speak and Listen: 1800 555 727