



For people with disability and support persons when accessing and using NDIS and community services

Did you know that you have rights and responsibilities?

AT INTAKE MEETING

- Have an interpreter present and for information to be presented in an easy-to-read format, plain English, or in a preferred language
- Ask for the service provider to explain and provide information on all your rights as someone using their service
- Ask for a copy of the service provider's policies and procedures, and that they be in an easy-to-read format, in plain English, or in a preferred language
- Ask about their recruitment process, and the qualifications and skills of the staff they employ
- Ask how they remain accountable for meeting the National Standards for Disability Services
- Know the accreditation of the service provider, and if they are registered or not
- Have the process of cancellation with a service explained to you and be provided a copy of the cancellation policy in an easy-to-read format, in plain English, or in a preferred language



INDIVIDUALISED SUPPORT PLAN

- Ask to be actively involved in developing and reviewing your individualised support plan
- Provide feedback on your individualised support plan and ask for an early review if there is a change in your situation
- Agree on the best way to communicate with your service provider- you are welcome to make suggestions
- Ask for information on different service providers to compare the services in a way that is understandable to you
- Communicate what is important to you when it comes to receiving a service e.g. empathetic, considerate, culturally aware service
- Share information about yourself, your needs, and preferences to receive a more suitable service
- Service providers have a legal obligation to respect your privacy and adhere to a confidentiality policy

SERVICE DELIVERY

- Ask to be supported by someone who speaks the same language and understand your culture
- Provide feedback including compliment and/or complaint to your service provider
- Ask the service provider to share their service guidelines in a way that you can understand
- Know how the service provider resolve issues and their internal procedures
- Know how to stop or cancel a service and find another provider if you are unhappy with your current provider
- Ask for the quick release of funds and the handing over of materials without delay to be able to access another service provider



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