



For organisations providing inclusive, accessible, and culturally responsive services (to better support people with disability from diverse backgrounds)

Did you know people with disability have rights?

AT INTAKE MEETING

- Offer an interpreter and make it known to your consumers that they always have that option for better communication. The Translating and Interpreting Service (TIS) is free for NDIS providers, if the service provider is registered with TIS
<https://tisonline.tisnational.gov.au/RegisterAgency>
- Have information presented to the consumer in accessible and inclusive formats- easy read, plain English, or in a preferred language https://centreforinclusivedesign.org.au/wp-content/uploads/2020/04/Easy-English-vs-Plain-English_accessible.pdf
- Explain and provide information on consumer's rights as someone using your service
- Provide the consumer with a copy of your policies and procedures, and in accessible and inclusive formats
- Show how your service is accountable for meeting the National Disability Standards
<https://humanrights.gov.au/our-work/disability-rights/disability-standards>
- Inform the consumer of your service accreditation, and whether you are NDIS registered or not
- Explain your service's cancellation process and provide a copy of the cancellation policy in accessible and inclusive formats

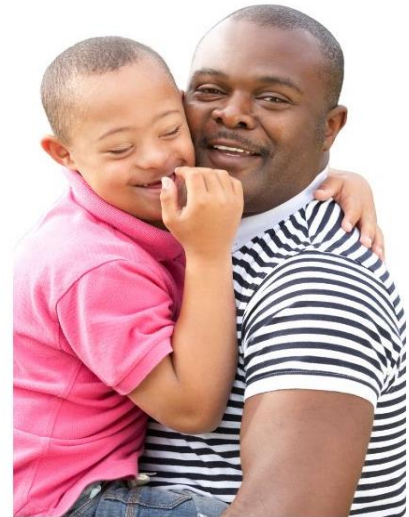
INDIVIDUALISED SUPPORT PLAN

- Actively involve the consumer in the development and review of their individualised support plan



Co-designed with service providers and MDAA consumers in 2022 under the Working Together Project.

- Provide an easy-to-understand feedback system and encourage consumer feedback
- Provide options for communication including offering translating services, community language and Auslan interpreters, and establish preferred mode of contact
- Provide information on other services including advocacy services to help the consumer exercise their right such as right to choose services and right to provide feedback and complaint
<https://www.afdo.org.au/resource-disability-advocacy-organisations/>
- Be respectful and empathetic in your service delivery – practice active listening and provide an ethical and high standard of service
- Explain privacy and confidentiality policies to the consumer, and ensure that privacy is maintained



SERVICE DELIVERY

- Provide support to consumer by matching with a worker who have a shared culture and/or language. This can help the consumer feel more comfortable with your services.
- Accept feedback, including compliments and/or complaints about your service and actively work towards improving or correcting any mistakes
- Share and explain your service policies and guideline with the consumer in a way that they can understand
- Explain your service's procedure on solving issues internally including complaints procedure in accessible and inclusive formats
- Explain your service cancellation procedure and help guide the consumer on this process
- Promptly release consumer's funds as part of your exit procedure respecting their right to that fund as a NDIS participant

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