

Better Life Communal Care



PARTICIPANTS WELCOME PACK



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1. Welcome

It's my pleasure to welcome you at Better Life Communal Care (Better Life).

As a registered NDIS provider, we aim to achieve quality in all the services that we provide to our clients.

This Welcome Pack elaborates key information about services provided by Better Life (BLCC) and informs about important policies and procedures that you need to be aware of. It also indicates the measures that are taken in order to ensure that as a client, you receive quality services as per your needs and requirements.

As indicated in our policies and procedures, we are very receptive to know your needs, get your feedback and suggestions in order to improve our services.

We hope your experience with Better Life will be pleasing and of comfort to you.

Please do not hesitate to contact us in case you need to discuss any issue or have any feedback on the services provided by our organisation.

Sincerely,

Better Life (BLCC) Executive Team.

2. Introduction to BLCC and Services

2.1 About Us

Better Life Communal Care Pty Ltd (BLCC) is a registered NDIS provider working with people with disability to provide services under the NDIS.

We take pride in providing excellent customer service and the quality of the staff we employ to support the participants. We assess each person's suitability through our rigorous recruitment and induction process which includes worker screening; verification of prior experience; and orientation program ensuring that our processes and policies are understood. All workers are also required to undergo relevant checks and have a valid NDIS Worker Screening Clearance.

We also engage with other NDIS providers to share, learn and collaborate on opportunities that enable us to strengthen the support base for the participants.

Ultimately, Better Life aims to create an environment of service provision where it is easier for participants to access quality care and get support to strive for a BETTER LIFE!

2.2 Vision, Mission and Approach

Our Vision:

A society where people with disability are provided quality care, and are living with respect and dignity.

Our Mission:

Deliver quality services as per the needs and requirements of the participants.

Ensure all the services we provide, and the staff we employ, have values that align with providing the best level of service to the participants.

Our Approach:

At Better Life, we strive to listen to our client's feedback and consistently evaluate to incorporate as much as practically possible.

This practice allows us to tailor and execute a solution accordingly to assist our clients in navigating their lives. Ultimately, the choice, and the control, lies with our clients, and we are here to support them in striving for a Better Life!

2.3 Our Services

Better Life (BLCC) offers the following services:

1. Assistance with Daily Life
2. Transport
3. Assistance with Social & Community Participation
4. Improved Living Arrangements
5. Increased Social and Community Participation
6. Finding and Keeping a Job
7. Improved Daily Living

2.4 Customer Service Charter

Our Commitment to You

We are focused on meeting the needs of each person and business with which we are involved. We promise to:

- Develop an understanding of the specific needs of each person.
- Be flexible in our approach in dealing with our clients
- Always conduct business in a sound, ethical and fair manner
- Employ staff who are qualified and experienced for their role
- Protect stakeholder's rights to privacy
- Ensure the accuracy and integrity of the information we keep about our stakeholders
- Provide clear information on our fees, charges and refunds prior to entering into an agreement
- Treat all people fairly and equitably

Management Principles

We aim to:

- Develop a systematic and planned approach to the management of operations.
- Commit to total quality management and continuous improvement in all aspects of the business.
- Provide the opportunity for our stakeholders including staff and clients; to provide feedback on any aspect of our performance at any time
- Collect regular feedback from stakeholders about all aspects of the business.
- Use the feedback collected for the improvement of business
- Ensure that decision making of senior management is informed by the experiences of our trainers and assessors
- Market and advertise our services with honesty, accuracy and integrity avoiding vague and ambiguous statements
- Foster an environment free from discrimination and harassment
- Apply access and equity principles through all of our systems to promote full and equal participation of all people

The NDIS Quality and Safeguards Commission ensures people with disability in the NDIS have a strong voice about their rights to be safe, to exercise choice and control, and have their human rights upheld. A series of resources has been developed to empower people with disability to 'speak up' if they need to about the quality and safety of their NDIS funded supports and services. These are available here:

<https://www.ndiscommission.gov.au/resources/speakup>

3. Our Policies

Following pages informs about our key policies, procedures and standards that we will endeavour to achieve through our services.

These policies, procedures and standards will be regularly reviewed and continuously improved so that we keep on providing quality services to our clients.

Each policy is composed of the following components:

Purpose and Scope – mentions the reasons for having the policy and scope it covers

Policy – mentions the policy itself

Procedures – mentions how the policy will be implemented

Standards – how we will ascertain that policy is being implemented and process that will inform us about improvements

Review – when the policy will be reviewed

3.1 Employees & Participants Rights Policy

This policy and procedure confirm commitment to participants' rights and sets out how these rights are to be communicated and supported by staff. This policy applies to all staff as well as existing and potential participants including their family members, carers and other supporters.

BLCC respects and fully commits to upholding the rights of all people, including those with disabilities. Our Participant Charter (**annex1**)

sets out participants' rights. It also sets out participants' responsibilities and the responsibilities ensuring the rights of all participants and staff are upheld.

3.2 Prevention of Violence, Abuse, Neglect and Exploitation

This policy and procedure outlines how BLCC actively prevent violence, abuse, neglect, exploitation or discrimination towards participants. It applies to all the staff and meets relevant legislation, regulations and Standards.

Better Life (BLCC) has a moral, ethical and legal responsibility to ensure all participants are safe. It takes proactive steps to protect them from harm. We recognize that children with disability or developmental delay are at greater risk of harm. If a complaint alleges actual or possible criminal activity or abuse or neglect, it must be referred to the Operations and Logistics immediately. Staff must take all reasonable steps to ensure complainants or people with disability affected by complaints are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.

At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission.

Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au
- by phone on 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419

Online: humanrights.gov.au

3.3 Individual Values, Beliefs and Backgrounds

BLCC will work with participants to ensure that each participant accesses supports that respect their culture, diversity, values and beliefs.

BLCC provide services that respects and responds to the culture, diversity, values and beliefs of that participant as per their direction. BLCC will work collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery

3.4 Privacy, Dignity and Confidentiality

The purpose of this policy is to establish standards of privacy, dignity and confidentiality in the agency's dealings with prospective, current and past users of the agency's services. The policy has been framed around individuals' rights as they are specified in the Privacy Act (1988), Freedom of Information Act (1982), Disability Services Act (1993) and Standard 4 of the Disability Services Standards (1993).

The agency is committed to ensuring that all clients of the agency have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

3.5 Incident Management Policy

The purpose of this policy is to identify, assess, manage and resolve incident/s that occur in connection with providing supports or services to a person with disability and have, or could have, caused harm to them.

The agency is committed to provide support and assistance to people with disability affected by an incident (including information about access to advocates such as independent advocates), to ensure their health, safety and wellbeing.

3.6 Employee and Volunteer Code of Conduct

The purpose of this policy is to set out a code of conduct to govern the decision and actions of employees and volunteers during their duties, having regard to Standard 8 of the Disability Services Standards (1993). This policy applies to all the agency's employees and volunteers.

The agency is committed to ensuring that its employees and volunteers behave in an acceptable manner in all their work-related dealings with clients, families, advocates, colleagues, other agencies and the general community

3.7 Governance and operational management

The purpose of this policy is to set out a code of conduct to govern the decision and actions of Management Committee Members with respect to their statutory and fiduciary duties as prescribed in the Associations Incorporation Act (1987), Equal Opportunity Act (1984), Disability Discrimination Act (1992), Sex Discrimination Act (1984), Racial Discrimination Act (1975), Human Rights and Equal Opportunity Commission Act (1986), Workplace Relations Act (1997), Minimum Conditions of Employment Act (1993), Occupational Health, Safety and Welfare Act (1984), Privacy Act (1988), Income Tax Assessment Act (1936) and its subsequent amendments, Sales Tax Exemption and Classifications Act (1992), Disability Services Act (1993) and Standard 8 of the Disability Services Standards (1993). This policy applies to all Management Committee Members from the moment that they are elected to office.

The agency is committed to ensuring that Management Committee Members act, at all times, in the best interests of the organisation and in accordance with their statutory and fiduciary duties.

3.8 Conflict of Interest Policy

The purpose of this policy and procedure is to set out how BLCC manages conflicts of interest in an open and transparent manner. It applies to all staff and meets relevant legislation, regulations and standards.

BLCC acts with integrity, honesty and transparency and supports participants' choice and control. This includes disclosing any conflicts of interest – perceived or actual – that may impact how it delivers supports.

3.9 Transitioning Policy

This policy and procedure set out transparent and equitable service exit procedures, which are designed to uphold the rights of people with disability and support them to transition to other supports where required.

Participants have the right to terminate their service provision at any time, and this decision will not impact their future access to the service. Exit procedures are fair, transparent, follow due process, uphold the rights of participants and protect the safety and integrity of staff, participants, programs and services.

Transition arrangements are documented, communicated and effectively managed. These are also managed in a planned and coordinated manner.

Participants who have their services terminated by BLCC have the right to appeal. Appeals should be directed in writing, and a final decision will be made by the Better Life (BLCC) executive team.

People who have chosen to exit BLCC have the right to re-access services within a one-month period of exiting, without having to follow formal access processes, provided the necessary services/resources are available.

BLCC will only terminate participant services when,

- they are unwilling over a period to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health or behaviour changes require significantly increased levels of care or a service

3.10 Decision Making and Choice Policy

Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

BLCC is committed to ensuring all participants are involved in making decisions and choices about all aspects of the support services they receive. BLCC works with its participants on the presumption that they have decision making capacity. In the first instance, participants should be the person making informed decisions and choices about the services they receive.

If required, staff must support, and build the capacity of, participants to make their own decisions. Staff must consider the participant's Dignity of Risk and their own Duty of Care when supporting participants to make decisions

Where there is disagreement about a decision based on a different view of the risk involved or the potential for harm, the emphasis should be on assisting the person to understand and obtain information about the risks and any mitigation.

3.11 Participants Money and Property Policy

BLCC recognises that there is a balance between helping participants to manage their own financial affairs as much as possible and protecting the rights of people who may be vulnerable to exploitation.

BLCC will not take any responsibility for managing a participant's financial transactions.

In case there is any change in BLCC's services that involves management of money or property on behalf of participants, a detailed policy shall be developed.

In cases, where a participant may have cash to attend community activities and may require support to make payments, the following policies and standards will be followed.

3.12 Internal Audit

The purpose of this policy is to facilitate the operations of BLCC's health audit, risk and compliance.

The policy assists in the management of internal audit activities and other reviews that provides assurance that risks to the organisation are managed and the organisation is operating in an efficient, effective and ethical manner. BLCC may look into contracting outside expertise to conduct internal audit of the organisation.

3.13 Human Resource Management

BLCC is committed to ensuring all staff have the necessary skills and knowledge to competently undertake their duties.

Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

3.14 Feedback and Complaint Management

The purpose of this policy and procedure is to set out the steps that staff are required to take in regard to disputes and grievances. Disputes and grievances raised by staff, volunteers and contractors would generally be dealt with under this policy and procedure.

BLCC is committed to maintaining positive working relationships between its staff and management. Disputes and grievances should be addressed within the organisation in a timely and confidential manner. The process requires respectful and honest discussion between both parties to reach a fair and reasonable outcome.

3.15 Quality Management

BLCC delivers quality services through an effective Quality Management System (QMS) that is based on an ongoing cycle of review and evaluation. It applies to all staff and meets relevant legislation, regulations and standards

BLCC's quality management system has a documented program of internal audits and is based on continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers.

3.16 Risk Management, Workplace Health and Safety

BLCC is committed to delivering services that do not cause harm, injury or illness to anyone at any time. BLCC takes all reasonable steps to ensure the health, safety and wellbeing of its staff, participants, as well as their families, carers, the community, and any other stakeholders. It also endeavours to provide a safe and healthy work and service delivery environment, in compliance with its legal and moral obligations.

BLCC staff are not expected to carry out work that is unsafe. Participants and others are not expected to tolerate unsafe work practices or environments. BLCC considers that communication and consultation with its staff, participants and any other stakeholders, is important in identifying, understanding and resolving any potential hazards.

3.17 Person Centered Supports

The purpose of the policy is to promote a person-centred approach to its service delivery where individuals lead and direct their services and are supported to maintain connections with their family, friends and communities.

Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

3.18 Information Management

BLCC will ensure that all the information is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

BLCC is committed to the transparent and accountable recording of service delivery to participants. The recording of accurate and quality case notes is integral to supporting the following functions of the business:

- recording and planning service delivery;
- supervising staff;
- legal accountability;
- risk management planning;
- participant support planning; and
- participant support reviews

3.19 Continuity of Support

The purpose of the policy is that each participant has access to timely and appropriate support without interruption.

Supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences.

3.20 Support Planning

Services may need to be changed, ceased or relocated in the event of an emergency or other service interruption. The purpose of the policy is to ensure how support planning for all participants will continue to be provided in these situations.

Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

3.21 Access to Support


The purpose of the policy is to ensure that each participant accesses the most appropriate supports that meet their needs, goals and preferences.

The policy will enable that day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports. It also ensures that arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement.

3.22 Responsive Support Provision

The purpose of the policy is to ensure that each participant each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

BLCC works proactively as part of a broader service delivery network, which enhances its own service delivery and provides its participants with appropriate referrals and services that meet their needs. Where agreed in the service agreement, and with the participant's consent or direction, links are developed and maintained through collaboration with other providers to share information and meet participant needs.



The detailed policies and procedures are available and will be provided along with this welcomepack.

3.23 Safe Environment

The purpose of the policy is to ensure that each participant can easily identify workers engaged to provide the agreed supports. Each participant accesses supports in a safe environment that is appropriate to their needs.

Where supports are provided in the participant's home, work is undertaken with the participant to ensure a safe support delivery environment. Where relevant, work is undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.

Annex 1 Service Charter for Participants

Participant Charter

Better Life is fully committed to uphold the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

We must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) – Rights and Responsibilities* so that we can support you.

Your Rights to access supports that:

- allow you to exercise informed choice and control
- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination

Our responsibility is to:

- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making
- inform you about and uphold your rights;
- provide you sufficient time to consider and review your support options
- support you to make informed choices
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs
- involve you in decisions about your supports, as well as our programs and policies; respect your autonomy, including your right to intimacy and sexual expression

- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals

As our participant we ask that you:

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Supporting Documents

- Participant Rights and Responsibilities Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Feedback and Complaints Procedure
- Privacy, Dignity and Confidentiality

Review

- This Participant Charter, along with Better Life's Participant Rights and Responsibilities Policy and Procedure will be reviewed annually.

Annex 2 About NDIS Quality and Safeguards Commission¹

About the NDIS Quality and Safeguards Commission

You have the right to feel safe and receive good quality service from your service providers. We will work with you, service providers, workers, advocates and other people in the community to improve the quality and safety of support and services you receive.

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an Australian Government agency within the Social Services portfolio. We uphold the rights of, and promote the health, safety and wellbeing, of people with disability receiving NDIS supports or services. We are the dedicated national regulator of providers of NDIS supports and services.

What does the NDIS Commission do?

We work to:

- ensure providers and workers know and follow the rules for quality and safety
- assist with, and respond to concerns, complaints and serious incidents
- register and regulate NDIS providers Australia-wide
- educate and inform NDIS service providers, workers, participants and people in the community about the NDIS Commission's requirements for quality and safety.

Your rights

We support your rights including your right to dignity, respect and to live free from abuse, exploitation, and violence. If you feel unsafe or unhappy with the NDIS services or supports you are receiving, it's important to know that you can speak up about your concerns. It's always okay to speak up.

The NDIS Code of Conduct and NDIS Practice Standards for providers and workers provide clear and enforceable standards for the quality and safety of services and supports in the NDIS.

The NDIS Commission will respond to concerns, complaints and incidents, including allegations of abuse and neglect of NDIS participants. We have powers to take action to protect the safety of people with disability who are NDIS participants.

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.

How to contact the NDIS Commission

If you have a question or want to know more, contact us:

- Phone 1800 035 544 (free call from landlines)
- Text Telephone TTY 133 677
- Translating and Interpreting Service 131 450
- [National Relay Service](#) and ask for 1800 035 544
- Submit the online [complaint contact form](#)

¹ <https://www.ndiscommission.gov.au/document/1356>

When does the NDIS Commission start?

The NDIS Commission starts on:

1 July 2018 in
New South Wales
and South Australia



1 July 2019 in the Australian
Capital Territory, Northern
Territory, Queensland, Tasmania
and Victoria

1 December 2020 in Western Australia

Until the NDIS Commission is in place in each state or territory, NDIS participants, providers and workers are covered under their state or territory's existing quality and safeguards systems.



Follow Us  

Choosing quality and safe supports

A service provider is a person, business or organisation that delivers your supports. It is important to choose service providers that will help you reach your goals.

You have the right to feel safe and to receive quality services and supports from your providers, regardless of which service provider you use. Remember, you can change service providers if necessary.

Some service providers are registered with the NDIS Quality and Safeguards Commission. We refer to them as **registered providers**. Other businesses/organisations choose not to register with the NDIS Commission; they are **unregistered providers**. Regardless of whether they are registered or unregistered, all service providers must:

- comply with the requirements of the NDIS Code of Conduct
- listen and respond appropriately to complaints.

If you feel unsafe or unhappy with the services you are receiving from a registered or unregistered provider, it's always okay to speak up.

What is different about a registered provider?

Registered providers have additional obligations.

These obligations include:

- complying with the NDIS Practice Standards
- complying with new worker screening obligations as they are rolled out
- ensuring that employees successfully complete the online Worker Orientation Module
- maintaining their registration with the NDIS Commission
- reporting incidents to the NDIS Commission.

What is the NDIS Code of Conduct?

- registered service providers
- unregistered service providers
- workers of service providers
- community partners under the NDIS such as Local Area Coordinators and Early Childhood Early Intervention Partners.



Safeguards when using service providers

You (or someone on your behalf) can make a complaint if you have concerns about the quality or safety of NDIS supports or services provided to you.

You can make a complaint directly to the relevant service provider.

You can also make a complaint to the NDIS Commission. Our complaints service is independent and free, and you can let us know your preferred method of communication. Complaints can be made anonymously. Where appropriate, we will seek to resolve the complaint.

The NDIS Commission has a range of powers we can use to respond to matters. These include powers of investigation and imposing penalties such as revoking registration and banning workers and service providers.

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.

Choosing a service provider

You can visit the [NDIS website](#) for lists of registered service providers in each state and territory. When finding a service provider that is right for you, you may wish to seek advice from people such as:

- advocates and advocacy groups
- family
- friends
- Early Childhood (EC) Partners
- Local Area Coordinator (LAC) and/or NDIA Planner.

How do I know which service providers have been banned?

In the most serious cases, the NDIS Commission can make a banning order that stops a service provider or worker from providing supports or services in the NDIS market.

If the NDIS Commission bans a service provider from providing supports or services, we will update our NDIS Provider Register, which is available on our [website](#).

We encourage you to look at our information on registered providers regularly.

NDIS plan management

Your approved NDIS plan gives you choice in which services you will use to help achieve your goals.

Depending on how your NDIS funding is managed, you may be able to use registered providers, unregistered providers, or even directly employ your own staff to help you reach your goals. Services may come from a person, business or organisation.

There are different ways to manage your NDIS funding. The different options are:

1. NDIA managed (also called Agency managed)
2. Plan-managed
3. Self-managed
4. A combination of the above three management types.

Regardless of how you choose to manage your funding, the NDIS Quality and Safeguards Commission is working to ensure you receive quality and safe supports. We support your rights including your right to dignity, respect and to live free from abuse, exploitation, and violence. If you feel unsafe or unhappy with your services, it's always okay to speak up.

Regardless of how your plan is managed, you:

- will be protected by the NDIS Code of Conduct
- can raise a concern or make a complaint to the NDIS Commission
- have the right to feel safe when working with your NDIS providers
- have the right to receive quality service and support from your NDIS providers

- can access information about which providers have restrictions or bans placed on them by the Commission
- can speak up if you have concerns about the quality or safety of the services from your providers. For information about how to manage your plan, please visit the [NDIS website](#).

Making a complaint about your NDIS provider

You have the right to feel safe and to receive quality service and support from your providers. All providers must uphold the Code of Conduct, which supports these rights. If there is a problem with the safety or quality of services that you are receiving from a provider, it is always okay to speak up.

Why speak up?

The NDIS Commission's role is to promote the health, safety and wellbeing of people with disability receiving NDIS supports or services. We want you to be safe and to receive quality service and support from providers.

If you speak up, you can help create better services, better communications and improvements to the way services are delivered. This means that by speaking up, you can help other people with a disability too.

It is always okay to speak up.

How do I speak up?

We recommend the first step you take is to speak to the NDIS service provider about your concerns/complaint. This could be done by you, or by someone on your behalf (such as an advocate, family member, carer). Visit the NDIS Commission website to download or print postcard-sized handouts with information on the Code of Conduct. These postcards and other useful resources are also available for order on the [NDIS Commission website](#), which you may wish to give providers to start a conversation about your rights.

If you are unhappy with the response from your service provider or feel uncomfortable about raising your concern directly with them, you are encouraged to use the NDIS Commission complaints service.

The NDIS Commission complaints service is independent and free. Anyone can make a complaint about the quality or safety of any NDIS provider's services, or their response to a complaint. You can let us know your preferred method of communication. You can also withdraw your complaint at any time.

If you (or someone making a complaint on your behalf) is concerned about the consequences of making a complaint (such as how you may be treated), you can ask the NDIS Commission to keep your identity confidential. This may impact the actions the NDIS Commission can take in response to your complaint.

How to complain to the NDIS Commission?

Anyone can make a complaint to the NDIS Commission about a NDIS service provider. This includes a NDIS participant, their family members/friends, their NDIA appointed nominee, advocates, guardians or any other person who wishes to make a complaint.

Call us

1800 035 544

Online complaint form

www.ndiscommission.gov.au

Text Telephone (TTY)

133 677

National Relay Service

<https://internet-relay.nrscall.gov.au> and then ask for 1800 035 544

Translating and Interpreting Service

131 450

Your family, friends, advocates, Local Area Coordinator, Support Coordinator, EC Partner, and NDIA Planner may also be able to assist you and provide support in voicing your concern. If you need an advocate to help you make a complaint, you can use the [Disability Advocacy Finder](#) to locate an advocate close to you:

Where required, the NDIS Quality and Safeguards Commission can arrange for interpreters in your language. There is no cost for this.

What the NDIS Commission will do?

Our goal is to resolve your complaint quickly and simply.

When the NDIS Commission receives a complaint, a complaints officer will:

- communicate with the person making the complaint
- assess the complaint and decide whether we will take further action
- confirm your issues raised and the outcome you want in writing
- with your consent, contact the NDIS service provider
- talk to you about the information we receive from the NDIS service provider.

complaints officer may:

- ask for further documentation and/or information
- talk to other NDIS participants that are affected by the complaint
- talk to or visit the service provider.

There are a number of ways that complaints can be resolved. Sometimes complaints can be resolved with a discussion between you, your NDIS service provider and us. Our involvement might make it easier to clarify issues and bring them to the attention of the people involved.

Where there are serious concerns and risks to NDIS participants such as abuse, assault or neglect, we may use our powers of investigation and enforcement. Unlawful and criminal matters will also be referred to police.

Who else can you contact?

If your complaint is about the National Disability Insurance Agency (NDIA), your eligibility for NDIS funding or your NDIS plan, you should contact the [NDIA](#) directly. www.ndis.gov.au/participants

The [Commonwealth Ombudsman's](#) office can also help people with a disability who are NDIS participants resolve problems with government agencies and their partners.

If you are unsure about who to contact or what to do about an issue, we can give you advice or help you find the right place to go.

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.

<https://www.ndiscommission.gov.au/document/1356>

Do you have questions or need more support?

It's okay to ask for help. Here are some more ways to get support. Make contact with:

- family members
- friends
- NDIS Quality and Safeguards Commission
- your NDIA appointed nominee
- your support coordinator
- local area coordinator (LAC) and/or NDIA Planner
- Early Childhood (EC) Partner
- advocates and advocacy groups
- service providers.

To contact the NDIS Commission

We encourage you to ask us questions if you are unclear about any of the information in this booklet.

- General Enquiries
 - Phone 1800 035 544
 - Text Telephone TTY 133 677
 - Translating and Interpreting Service 131 450
 - [National Relay Service](#) website and ask for 1800 035 544
 - Mail: PO Box 210, Penrith NSW 2750
- Complaints
 - Phone 1800 035 544
 - NDIS Commission website, complete the online [complaint contact form](#)
 - Text Telephone TTY 133 677
 - Translating and Interpreting Service 131 450
 - [National Relay Service](#) website and ask for 1800 035 544

Annex 3 Acknowledge of Participants

I, (Name of the Client or Authorised person by Client), acknowledge the receipt of the documents mentioned underneath on DD/MM/YYYY.

Copy of this Welcome Pack

Name of the Participants:

Signature:

Date: DD/MM/YYYY

Name of an Authorized person from Better Life:

Signature:

Date: DD/MM/YYYY