Community Care Tailored Support
Empowering Potential, Inspiring Success

YOUR NDIS RIGHTS

A Participant Guide to Choice, Safety, Respect and Speaking Up

A MESSAGE FROM COMMUNITY CARE TAILORED SUPPORT

You are the expert in your own life. Your opinions, goals, culture, preferences and decisions matter. This guide explains what you can expect from NDIS supports, how to ask questions, and where to go if something is wrong.

Empowering Potential, Inspiring Success

Participant information handbook | October 2026

Prepared by Community Care Tailored Support (CCTS) using official NDIA and NDIS Quality and Safeguards Commission information. This is a CCTS educational guide, not an official NDIS publication.

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HOW TO USE THIS BOOK

Read one topic at a time. Ask a trusted person to read it with you if helpful. You can ask CCTS for information in a format you understand. Keep the final contact page somewhere easy to find.

1 | You are at the centre of your supports

The NDIS is intended to support your goals and your independence. You should be involved in decisions about your life.

You have a say

Tell providers what matters to you, what you enjoy, what you want to learn and what you do not want.

Your choices are important

You can ask for options, take time to decide and involve someone you trust. Supported decision-making means helping you make your own decisions, not taking over.

Your preferences matter

Discuss when support happens, how it happens, communication needs, cultural preferences and compatibility with workers.

YOUR VOICE MATTERS

“Please explain my options so I can choose what works for me.”

2 | Respect, dignity and privacy

Every person deserves to be treated with dignity and to have their identity and personal information respected.

Respect and inclusion

Workers should listen without judgment and respect your identity, culture, values, relationships and personal boundaries.

Privacy and confidentiality

Your personal and health information should be handled appropriately. Ask who will see your information, why it is needed and how it is stored.

Personal space and belongings

Support workers should respect your home, possessions and privacy. Ask before taking photos, sharing information or involving other people.

YOUR VOICE MATTERS

“Please ask my permission before sharing information about me.”

3 | Safe and quality supports

The NDIS Code of Conduct applies to NDIS providers and workers, including unregistered providers.

Your safety comes first

Workers must provide supports safely and competently, with care and skill, and take reasonable steps to prevent and respond to harm.

No abuse, neglect or exploitation

Violence, abuse, neglect, exploitation and sexual misconduct are unacceptable. Report concerns even if you are unsure what to call them.

Honesty and integrity

Workers must act with integrity, honesty and transparency. They must raise and act on concerns affecting quality and safety.

Support suited to you

Your individual support and mealtime plans, communication needs, health needs and risk controls should be followed when applicable.

> **YOUR VOICE MATTERS**
>
> “I do not feel safe with this arrangement. I want to discuss a safer option.”

4 | Choosing or changing providers

You can research providers and choose who supports you, subject to your plan management type and any specific registration requirements.

Ask questions before agreeing

Ask about qualifications, experience, worker matching, pricing, availability, incident procedures and complaints.

You can request changes

If a support arrangement does not work, ask for a different approach or discuss changing workers. A particular worker cannot always be guaranteed, but your preferences should be heard.

You can change providers

You can decide to move providers. Check your service agreement for notice terms and any permitted cancellation charges; arrange replacement supports to avoid gaps.

Registered or unregistered?

NDIA-managed funding generally requires registered providers. Plan-managed or self-managed funding usually allows either, with exceptions for some supports.

> **YOUR VOICE MATTERS**
>
> “I would like to explore another provider. Please explain the steps and any notice terms.”

5 | Your plan and funding

Your NDIS funding is for eligible supports consistent with your plan and the applicable NDIS rules.

Understand your budget

Ask what each budget can be used for, how much remains and how spending affects future supports.

Ask for clear invoices

You can ask what service was provided, on what date, how many units were claimed and the price charged.

Do not feel pressured

Providers should not pressure you to buy supports you do not want or need. Query any service you did not receive or charge you do not understand.

Know the different roles

A service provider delivers supports; a support coordinator helps organise and connect supports; a plan manager handles payment and financial administration.

YOUR VOICE MATTERS

“Please show me what was claimed and explain the charge.”

6 | Agreements, prices and cancellations

A service agreement helps you and the provider understand what you have both agreed to.

Know what you are signing

Ask for an explanation of services, prices, schedules, responsibilities, changes, notice periods and how to end the arrangement.

You can suggest changes

You may ask to change wording or discuss arrangements before agreeing. Request a copy for your records.

Check cancellation conditions

Cancellation fees depend on the applicable NDIS pricing rules and your agreement. There is no universal rule that every support must be booked for at least two hours.

Avoid surprises

Ask in advance about travel, transport, non-face-to-face work and other charges that may apply.

> **YOUR VOICE MATTERS**
>
> “I would like to understand the cancellation terms before I agree.”

7 | Consent and communication

Information should be explained in a way you can understand and use.

Accessible information

Ask for plain English, Easy Read, larger print, an interpreter or another communication method.

Informed consent

Ask why information is being collected or shared and what you are agreeing to. You can ask questions before giving consent.

Trusted supporters

You can ask a family member, friend, advocate or other trusted person to help you understand information or speak up.

Speak for yourself

Your provider should talk with you and respect your voice, including when someone supports you with communication.

> **YOUR VOICE MATTERS**
>
> “Please explain that another way and give me time to decide.”

8 | When something is not right

You do not have to accept poor-quality, unsafe or disrespectful support.

Warning signs

Being ignored, threatened, pressured, belittled, charged for supports not received, denied privacy, or prevented from complaining are reasons to speak up.

Record your concern

Write down the date, what happened, who was present and what outcome you would like. Keep relevant messages or invoices.

Get help early

Talk with a trusted person or independent advocate. If you feel unsafe speaking to the provider, you can go directly to the NDIS Commission.

In an emergency

If anyone is in immediate danger, call 000. Do not wait for a complaint process.

YOUR VOICE MATTERS

“I want to report this concern and I would like support to do so.”

9 | Complaints without fear

Making a complaint is your right. You do not need to prove that something is serious before asking for help.

Complain to the provider if you wish

You can raise the issue with CCTS or another provider, but you do not have to approach a provider first if you are uncomfortable.

Complain to the NDIS Commission

The Commission receives concerns about the quality and safety of NDIS supports and the conduct of providers and workers.

No retaliation

A provider must not threaten you or treat you badly because you raise a concern or make a complaint.

Anonymous or confidential reports

The Commission allows anonymous or confidential reports, although not sharing contact details may limit updates or investigation.

Funding or NDIA decisions

For access, plan funding and NDIA decision issues, contact the NDIA rather than the NDIS Commission.

YOUR VOICE MATTERS

“I am making a complaint. Please tell me what happens next.”

10 | My rights checklist

Use this page to think about your current supports. You can tick a box or talk through the questions with someone you trust.

- ■ I know who provides my supports and what they will do.
- ■ I am listened to and treated with respect.
- ■ I know the cost of my supports and can ask about invoices.
- ■ I feel safe with my workers and in my support arrangements.
- ■ I understand my service agreement and how to change it.
- ■ I know I can choose or change providers.
- ■ I know who sees my personal information.
- ■ I know how to make a complaint without fear.
- ■ I know who to contact if I need an advocate.

MY NEXT STEP

One thing I would like to ask or change:

_____

_____

11 | Official information and sources

This CCTS guide summarises information from official Australian NDIS sources. The links below can be opened from the digital PDF. Guidance may change; always check current rules and your own service agreement.

NDIS Commission | Participant Pack
https://www.ndiscommission.gov.au/provider-and-participant-packs/participant-pack

NDIS Commission | Code of Conduct
https://www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct

NDIS Commission | Report an issue
https://www.ndiscommission.gov.au/complaints/report

NDIS | Find and choose a provider
https://www.ndis.gov.au/participants/working-providers/finding-providers/how-find-and-choose-provider

NDIS | Change providers
https://www.ndis.gov.au/participants/working-providers/paying-supports/how-change-providers

NDIS | Service agreements
https://www.ndis.gov.au/participants/working-providers/arranging-supports/how-make-service-agreement

NDIS | Protect your plan
https://www.ndis.gov.au/participants/working-providers/your-rights-and-responsibilities/how-protect-your-ndis-plan

NDIS | Contact and feedback
https://www.ndis.gov.au/contact/feedback-and-enquiries/how-give-feedback

Independent guidance and official NDIS sources take precedence over this general educational handbook. CCTS is not the NDIA or the NDIS Commission.

12 | Complaints and important contacts

You can speak up directly, ask a trusted person to assist, or contact the independent regulator. You do not need CCTS permission to make an external complaint.

NDIS QUALITY AND SAFEGUARDS COMMISSION | PROVIDER OR WORKER COMPLAINTS

Phone: 1800 035 544
Email: contactcentre@ndiscommission.gov.au
Online: ndiscommission.gov.au/complaints/report
TTY: 133 677
For safety, quality, abuse, neglect, worker conduct and provider concerns.

NDIA | PLAN, FUNDING OR NDIS DECISION CONCERNS

Phone: 1800 800 110
Email: enquiries@ndis.gov.au
Feedback email: feedback@ndis.gov.au
Online: ndis.gov.au/contact

COMMUNITY CARE TAILORED SUPPORT | INTERNAL FEEDBACK

Phone: 0455 605 331
Email: info@cctsupport.com.au
Website: cctsupport.com.au
You can ask to speak with management about feedback or complaints. You may contact the NDIS Commission directly at any time.

Emergency: Call 000 if someone is in immediate danger.
Interpreter: TIS National 131 450. Ask to be connected to the relevant agency.

Your life. Your goals. Your choices. Your support.