

NDIS Service Charter

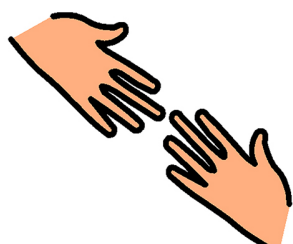


Easy English May 2016

This factsheet has some hard words. The first time we write a hard word it is in **blue**.

We write what the hard word means.

NDIS Service Charter



This factsheet is about the **National Disability Insurance Scheme** and **Service Charter**.



The National Disability Insurance Scheme is called the **NDIS**.

The Service Charter tells you about

- your **rights**
- what the NDIS is
- how the NDIS will help you
- how to give **feedback** about the NDIS
- what to do if you are **not** happy with the NDIS.

Your rights



In this factsheet we will talk about your **rights**.

Rights are the things that everyone should be able to

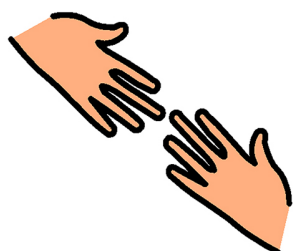
- get
- have
- do.



We will also tell you about how you can make a **complaint** about the NDIS.

A complaint is when you tell us you are **not** happy with the NDIS.

What is the NDIS?



The NDIS is a new way to help people with disability get

- care
- supports.



The NDIS will help you get the care and supports that you need.



With the NDIS you have a right to make choices and feel in control of your life.

There are different ways you can make choices and feel in control of your life.



You might want to

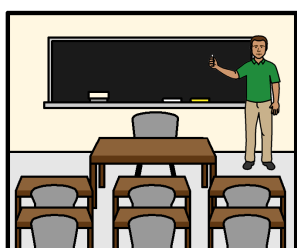
- get a job



- meet new friends



- play sport

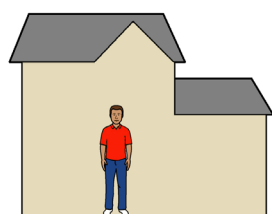


- go to school



- live at home with your family

or



- move out of home.



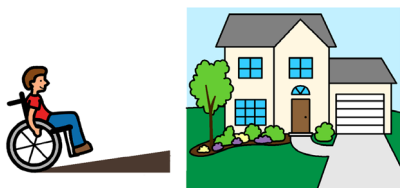
We want you to tell us how you want to live your life.

We want you to choose what help you need.

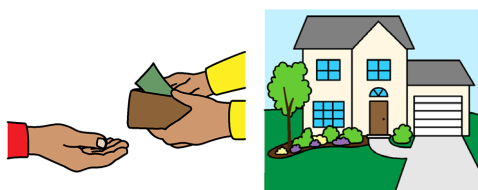


You might need

- a carer to help you with meals



- a house with wheelchair access



- a person to show you how to pay rent.



We will help you

- find the right carers



- get information



- join groups in your **community**. Your community is the people and places around you.

You have a right to feel part of your community.

We will work with you to feel part of your community.



You might want to

- play sport

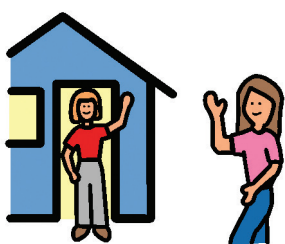


- go to the library



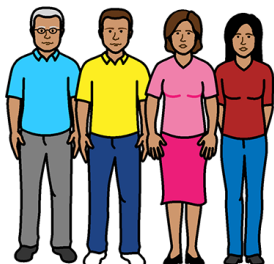
- go to a cafe.

We will help you do activities you like.



You have a right to choose the people to help you. This can be

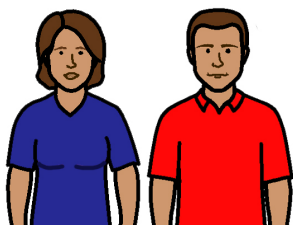
- a friend



- a family member

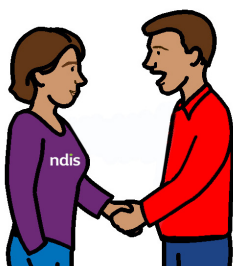


- a carer



- an **advocate**. An advocate is someone who can help you make decisions about what you want.

Work together with the NDIS



We need to work together to help you get what you want.

We will use different ways to talk with you.



We will meet with you.



We can call you on the phone.



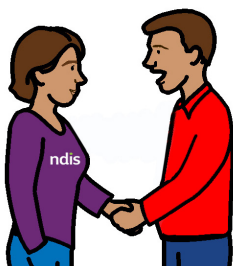
We will send you

- letters



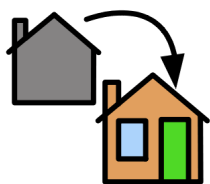
- emails.

You have a right to understand what we tell you.



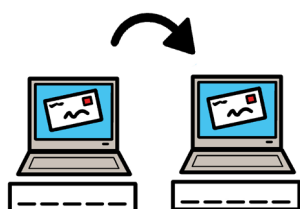
You need to tell us if you do **not** understand.

How you can help us

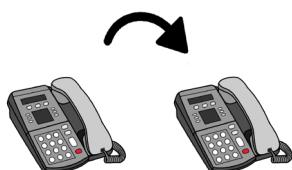


You need to tell us if you

- move house



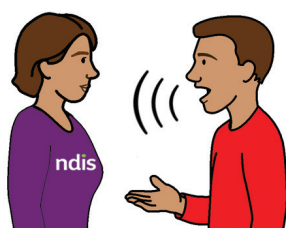
- change your email address



- change your phone number

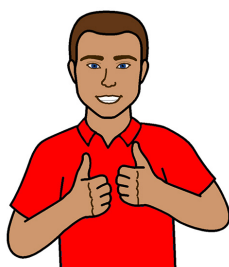


- can **not** come to a meeting with us.



How to give feedback about the NDIS

Feedback is when you tell us what you think about the NDIS.



You can say you are happy with the NDIS.

This is called good feedback. For example

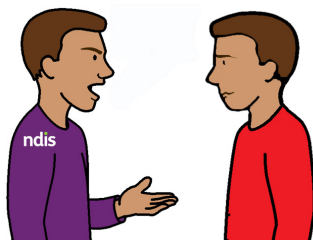


- staff are friendly
- you get good help.



You can say you are **not** happy with the NDIS.

This is a complaint. For example

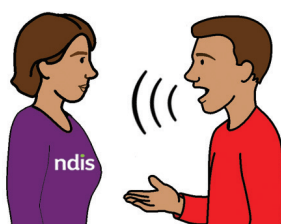


- staff are rude to you



- staff give you wrong information

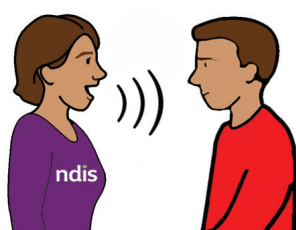
- you do **not** get the service you need from the NDIS.



We will listen to your complaint.

1	2	3	4	5	6	7

We will contact you within 3 days of your complaint.

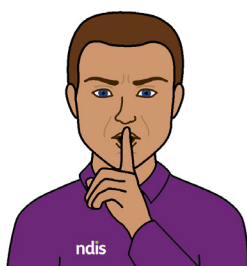


We may ask you more questions about your complaint.

We want to fix your complaint.



We want to make the NDIS better for you.



We will keep what you tell us **private**. This means we will **not** tell other people without asking you.

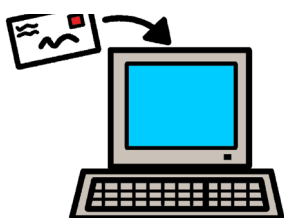
How to give us feedback

You can give **good** or **bad** feedback to us by



Phone

1800 800 110



Email

feedback@ndis.gov.au



Go to your local NDIS office



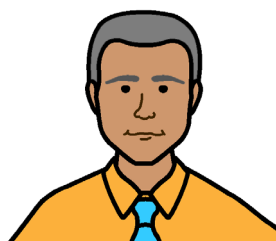
Call 1800 800 110 to find your local NDIS office.

You can also write a letter to give
bad feedback.



Customer Complaints
NDIA GPO Box 700
Canberra ACT 2601

If you are still not happy with the NDIS



Ask to speak to a manager.

Contact the **Ombudsman**. The Ombudsman

- is a government person



- does **not** work for the NDIS

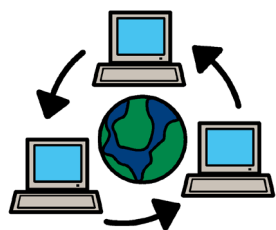


- will make sure the NDIS is fair to you.

How to contact the Ombudsman



Call 1300 362 072



Go to the Ombudsman website.

www.ombudsman.gov.au/pages/making-a-complaint/

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English. May 2016 www.scopevic.org.au

To see the original contact the National Disability Insurance Agency.

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