



Participant Service Charter



Acknowledgement of Country

The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

Artwork 'Belonging' by Charmaine Mumbulla.

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Our Participant Service Charter

We know the National Disability Insurance Scheme (NDIS) is making a difference to participants' lives.

Our purpose at the National Disability Insurance Agency (NDIA) is to:

Improve the independence, and the social and economic participation, of eligible people with disability through the management of a financially sustainable National Disability Insurance Scheme with proper, efficient and effective use of resources.

We're focused on improving how we serve people to meet this purpose. This includes people applying to access the NDIS, and NDIS participants, their families and carers.

Our **Participant Service Charter** sets out what you can expect from us at the NDIA and from our partners in the community, as well as how you can help us deliver a high standard of service.

The Participant Service Charter is underpinned by initiatives from the NDIS Review and subsequent reforms, the NDIA Corporate Plan 2025–26 and engagements with participants.

It provides overarching principles for our interactions with you, and clear service standards and timeframes. These service standards and timeframes are included in the legislated **Participant Service Guarantee**, which provides us with a clear direction to improve your NDIS experience with the NDIS.

Improving your experience with us is part of how the NDIS can deliver on its promise. That promise is to support you to achieve your goals, so you can get on and do the things you want to do.

It is important that participants and NDIA staff are treated with mutual respect. Together, we are committed to creating a safe, respectful and inclusive environment for everyone who interacts with the NDIS. This means we work together to ensure that our workplaces and services are safe for participants, staff and visitors.

We recognise that people or groups of people have different experiences. This may be because of our:

- Race
- Sex
- Gender identity
- Sexual orientation
- Disability
- Religion
- Culture
- Age
- Social origin
- Where we live
- Other identity markers

We want you to have greater independence. We also want to create an inclusive, safe and responsive NDIS for all people with disability. To make sure this happens, we need to improve what we do and how we work with you. This is to help us deliver a high standard of service.

We want to empower and support you to make your own choices and decisions.

Around half of NDIS participants are younger than 18 years old. We want to support and promote their voice in their plans and supports where possible, so they can take control of their NDIS journey. This includes children in out of home care too.

We also want to adopt family-centred practices, respecting that families and carers also give voice to their children's needs and support their development.

On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2022 passed in both houses of Parliament and received royal assent on 1 April 2022.

The NDIA has reviewed the Participant Service Charter to ensure it is in line with recent legislated changes and remains current.

The Participant Service Charter is current as of October 2026. It has been updated by the NDIA during a period of change and will continue to be reviewed and updated periodically to make sure it remains current. A full review and update is planned for 2027 and will be undertaken by the NDIA, with participant input. Updates will be available on the NDIS website.

How we will work with you

The Participant Service Charter is based on 6 principles for our engagement with you:

- Transparent
- Responsive
- Respectful
- Empowering
- Connected
- Mutually responsible

These principles, detailed in Table 1, are underpinned by the *National Disability Insurance Scheme Act 2013*, the Corporate Plan 2025–26 and the participant voice captured through stakeholder engagements.

We've detailed the Participant Service Charter Principles in Table 1.

Table 1: Participant Service Charter Principles

Principles for how we will work with you	What this means for you	What you can expect from us
Transparent	We will make it easy to access and understand our information and decisions.	We will: • update our information so it is accessible and easy to understand • keep you informed and communicate in your preferred format • explain the decisions we make and your appeal rights. • make sure we have answers to your questions.

Principles for how we will work with you	What this means for you	What you can expect from us
Responsive	We will respond to your individual needs and circumstances.	We will: • make quality decisions within the Participant Service Guarantee time standards • provide you with a 'my NDIS' contact so you only need to tell us information once • give you options, so if your circumstances change, we can work together to find an appropriate solution.
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.	We will: • listen to understand your experience • work together so the NDIS can support you within the requirements of the NDIS Act • make sure our staff are trained to understand the impact of different disabilities and diversity in people's lives • listen to your feedback and use this to find better ways of doing things.

Principles for how we will work with you	What this means for you	What you can expect from us
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life.	We will: • make our processes simple and easy to understand and use • give you information so you are prepared and supported to make decisions • inform you of your rights with the NDIS and providers • support and promote your voice so you have control of your plan • include people with disability and the community to help us develop and test our processes.
Connected	We will support you to access the services and supports you need.	We will: • give you options so you can choose how you connect with us • help you to use your plan and find supports and services • help you understand and find other government and community services and supports you can access

Principles for how we will work with you	What this means for you	What you can expect from us
		• build community awareness and understanding of the NDIS • connect with participants from all communities, especially in First Nations, culturally and linguistically diverse and LGBTIQ+ communities.
Mutually responsible	We will work together with you to create a respectful working relationship. You can help us and our partners provide you with a high standard of service by taking responsibility for: • being respectful and fair towards our staff so they feel safe • giving us constructive feedback about our performance so we can improve our services.	We will take responsibility for: • delivering the best possible experience of the NDIS that's respectful, fair, committed to service, accountable and ethical • adhering to the values of the Australian Public Service. You can find information about the actions that our staff may take when participant behaviour is not respectful, fair or safe at Safe and respectful interactions.

The service standards you can expect

Table 2 lists the service standards set out in the legislated Participant Service Guarantee. The NDIA reports on our performance against the Participant Service Guarantee in quarterly reports to Australia's disability ministers.

Table 2: Participant Service Guarantee Service Standards

Service type	Description of the service being guaranteed	Service guarantee
Access	Make an access decision or a request for more information after an access request has been received.	90 days
Access	Allow sufficient time for prospective participants to provide information, after the NDIA has requested further information.	90 days
Access	Make an access decision after more information has been provided.	14 days
Planning	Approve a participant's plan after an access decision has been made (excludes early childhood approach participants who have received initial supports).	56 days
Planning	Approve a plan for early childhood approach participants after an access decision has been made.	56 days
Implementation	Offer to hold a plan implementation meeting after the plan is approved.	7 days

Service type	Description of the service being guaranteed	Service guarantee
Implementation	If the participant accepts the offer, hold a plan implementation meeting.	28 days
Plan approval	Provide a copy of the plan to a participant after the plan is approved.	7 days
Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days
Plan reassessment	Decide whether to undertake a participant-initiated plan reassessment after the request is received.	90 days
Plan reassessment	Complete a reassessment after the decision to accept the request was made.	28 days
Plan variations	Amend a plan after receiving information that triggers the plan amendment process.	28 days
Reviewable decisions	Complete an internal review of a reviewable decision after a request is received.	60 days
Reviewable decisions	Enact an outcome of a reviewable decision.	28 days
Participant budget update	Implement an Administrative Review Tribunal (ART) decision to amend a plan after the ART decision is made.	28 days
General	Explain a previous decision after a request for explanation is received.	28 days

Service type	Description of the service being guaranteed	Service guarantee
General	Cancel a participant-requested nominee.	14 days
General	Cancel a CEO-initiated nominee.	14 days

Service standards for the National Contact Centre

Table 3 outlines the National Contact Centre's service standard for the percentage of calls answered within a specific time.

Table 3: Service standards for National Contact Centre

Service type	Description of the service being guaranteed
General	Our National Contact Centre will answer 80% of calls within 120 seconds.

Service standards for complaints

Table 4 outlines service standards for the time for responding to complaints.

Table 4: Service standards for responding to complaints

Service type	Description of the service being guaranteed	Service guarantee
Complaints	Acknowledge a complaint after we receive it.	1 day
Complaints	Make contact after we receive a complaint.	2 days
Complaints	Resolve 90% of complaints within 21 days after we receive them. More complex complaints may take longer to address.	Not applicable

How you will know if we are delivering against the Participant Service Charter

We will report on our performance against the Participant Service Guarantee in the NDIS quarterly reports to disability ministers.

We will do things with you and for you on time as set out in the Participant Service Guarantee time standards.

We will aim to reach a performance target of 80% for each stage of the participant pathway. This will be measured via the Participant Satisfaction Survey.

The Commonwealth Ombudsman is required to prepare a report each year on our performance in delivering the Participant Service Guarantee.

It will be easier for you to meet your goals, which were used to build your support plan. The goals should reflect the things you aim to achieve with help from the NDIS and other supports and services. For example, to live more independently or get or keep a job.

You will see continued improvements in measures of family, social, community and economic outcomes from the NDIS.

You will be supported by a financially sustainable NDIS that you can rely on into the future.

The general community will also value the NDIS, as measured by sentiment survey scores improving over time. The Independent Advisory Council will also oversee this.

We also know you will hold us to account by providing your feedback in a respectful, constructive, fair and safe way. We will use this feedback to review our systems and processes, and to improve the NDIS.

Contacting us

If you have questions or need NDIS advice or support, you can [contact us](#). There are many ways you can do this, including:

- Phone: 1800 800 110
- Webchat: [NDIS website](#)
- Email: enquiries@ndis.gov.au
- In person at your local NDIS office or with the local area coordinator partner or early childhood partner (for children younger than 9) in your area: [search your local area](#).
- Your [my NDIS contact](#)
- In writing:

National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

You can also contact us using accessibility services including:

- Free translating and interpreting: 131 450
- For people who are deaf or hard of hearing:
 - TTY: 1800 555 677
 - Voice Relay: 1300 555 727
- National Relay Service: visit the [National Relay Service website](#).

How you can provide feedback

We value your feedback.

We want everyone to feel safe, respected and heard when sharing their experiences with us. We are committed to improving how we work. We see all feedback as an opportunity to improve.

You can have your say by:

- completing the feedback form on the [NDIS website](#)
- emailing us: feedback@ndis.gov.au
- calling us: 1800 800 110
- visiting us in person at any of our [NDIS offices](#).

You can raise a concern or make a complaint at any time. Making a complaint will not affect your NDIS plan, your funding or how we work with you.

A complaint can help us address things like delays, communication issues and poor experiences. While a complaint cannot change a decision about your NDIS plan or access, we will always listen to your experience and guide you to the right pathway.

How we will respond to a complaint

When you make a complaint, we will:

- Listen to understand your concerns.
- Support you and respect your communication preferences.
- Assess your concerns and take appropriate action, including working with other teams.
- Take immediate action if there are concerns about risk, harm, neglect or abuse.

- Provide a clear outcome.
- Manage your complaint as one matter, even if it is raised through different channels.

We will explain what we can and cannot do, and why.

For example, our complaints officers specialise in resolving service issues. However, they are unable to change plan budgets or access decisions. They may work with other teams to resolve your complaint. We will let you know if we need more time.

If you have concerns about how your complaint was handled

If you believe we did not manage your complaint appropriately, you can ask us to check how it was handled.

This check looks at your closed complaint. It considers whether it was managed in line with our complaint handling process.

This includes how we communicated with you and how your concerns were addressed. It focuses on the complaint handling process rather than decisions about funding, access or planning.

You may also choose to contact the [Commonwealth Ombudsman](#) by:

- calling 1300 362 072
- visiting www.ombudsman.gov.au

Making a complaint about the quality or safety of services and supports

Complaints about NDIS providers or their staff are managed by the NDIS Quality and Safeguards Commission (NDIS Commission).

The NDIS Commission is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard.
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

Contact the NDIS Commission

How you can make a complaint to the NDIS Commission:

- Phone: 1800 035 544 (free call from landlines). Interpreters can be arranged.
- TTY: 133 677
- National Relay Service: visit the [National Relay Service website](#) and ask for 1800 035 544.
- Complete an [online form](#).

For information about making a complaint, visit the [NDIS Commission website](#).

If you do not agree with a decision we have made

If you do not agree with a decision we've made, please contact us. We can explain our decision and the reasons behind it. You can also ask for an internal review of the decision.

This means a staff member who was not involved in the original decision will review it and decide if it was correct.

Requests for an internal review must be made within 3 months of a decision.

For more information, please visit our [website](#).

If you do not agree with the outcome of an internal review

If you do not agree with our internal review decision, you can ask the [Administrative Review Tribunal \(ART\)](#) to review it. We call this an external review.

The ART is independent of the NDIA and reviews decisions made by Australian Government ministers, departments and agencies.

An application to the ART needs to be made within 28 days from when a participant receives their internal review decision. We follow the requirements of the Commonwealth's Model Litigant obligations.

You can read more about our legal obligations in the [Legal Services Directions](#) on the Federal Register of Legislation website.

We will implement ART decisions within 28 days, as set out in the Participant Service Guarantee

You can find information about the steps in the external review process on the [ART's website](#).