On this page:

What safeguards are
What safeguards are for
What safeguards are like

What safeguards are

Safeguards are rules to help protect you from harm, abuse, neglect or exploitation.

The Australian Consumer Law includes some safeguards. They say you have rights when buying goods and services from a business or provider. You have the right to be treated fairly.

The law makes it clear you have the right to:

- be treated fairly
- be given accurate information before you buy
- cancel a faulty service
- get a repair, replacement or refund if something goes wrong.

What safeguards are for

Safeguards help protect you and your NDIS plan.

Safeguards are important to protect your right to be safe and receive quality services from NDIS providers and workers.

We encourage you to consider the safeguards, strategies and support tools you have when we create or change your plan, and when you use your plan.

Your NDIA planner will work with you to identify risks and any safeguards that you may need to help you. They'll also talk to you about your plan management options.

They can help check how you can improve safeguards you already have in your life. This includes ways you can better protect yourself from risk as well as other safeguarding tools you might want to use.

Your my NDIS contact can also help with safeguards if you need.

What safeguards are like

The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent government regulator that helps safeguard NDIS participants.

They handle complaints about the quality and safety of NDIS supports and services. They promote safe practices and help improve the quality of providers' services. This helps make sure you receive quality supports.

The NDIS Commission makes sure NDIS providers are doing a good job and follow the:

- code of conduct – rules about the kind of behaviour expected
- practice standards – rules that explain what good quality and safe services are.

Your consumer rights

The Australian Competition and Consumer Commission has rules to protect your consumer rights. This is another type of safeguard.

Learn more about your consumer rights.

How to get help with safeguards

It’s okay to speak up if you:

- feel unsafe with your provider
- aren’t happy with the quality of the services from your provider.

Speaking up can help improve services for you and other people.

You may want to talk to your provider first to see if they can help put things right.

You can also contact the NDIS Commission:

- visit their website
- call 1800 035 544.

Related information

What are your consumer rights

What is an NDIA planner

What is a my NDIS contact

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