16 January 2019

The NDIS Quality and Safeguards Commission will roll out across Vic, Qld, Tas, ACT and NT from 1 July 2019. The NDIS Commission began operating in NSW and SA on 1 July 2018, WA will transition from 1 July 2020.

NDIS participants have the right to be safe and receive quality services from NDIS providers. The NDIS Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

It ensures a nationally consistent approach to NDIS quality and safeguards. This helps participants access services and supports that promote choice, control and dignity.

The NDIS Commission works to promote safety, quality services, prevent harm, resolve problems and identify areas for improvement.

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

If you receive supports in NSW or SA, you can raise concerns with the NDIS Commission about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard.

For more information about the NDIS Commission, including how to make a complaint, visit the NDIS Commission website (external) .

You can also complain directly to the NDIA by phone or completing a feedback form. The NDIA will make sure that your complaint is directed to the NDIS Commission where necessary.

Related articles

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Date
1 July 2019

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