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Our commitment to you

We are committed to improving how we serve people applying to the NDIS, NDIS participants and or their parents and carers.

The Participant Service Charter explains what you can expect from us.

Participant Service Charter

The Participant Service Charter is based on 6 principles for our engagement with participants. We are committed to offering service that is:

Transparent

We will make it easy to access and understand our information and decisions.

Responsive

We will respond to your individual needs and circumstances.

Respectful

We will recognise your individual experience and acknowledge you are an expert in your own life.

Empowering

We will make it easy to access and use information and be supported by the NDIS to lead your life.

Connected

We will support you to access the services and supports you need.

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.

The Participant Service Charter also tells you how you can contact us, make a complaint, or provide feedback, and your rights if you do not agree with a decision we've made.

Participant Service Guarantee

The Participant Service Charter includes timeframes for our processes and decisions – set out in the legislated Participant Service Guarantee.

We must make decisions about access, plan reassessments, variations and reviews, and nominee changes within these timeframes.

This gives participants, families and carers greater certainty about how long processes will take.

We report on our performance against Participant Service Guarantee timeframes in the Quarterly Report.

Download the Participant Service Charter

- Participant Service Charter (PDF 1.3MB)
- Participant Service Charter (DOCX 91KB)

The Participant Service Charter is current as at October 2026.

Contact supports and services

Translating and interpreting

Find out about language interpreting services or phone **131 450**.

National relay service

Visit the National Relay Service website.

Family violence support

Find family violence and mental health services.

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