9 November 2022

We are pleased to introduce our refreshed Participant Service Charter (Service Charter).

The Service Charter reflects our commitment to put participants at the centre of what we do through our continued focus to deliver a quality participant experience and outcomes.

We released the Service Charter in August 2020 ahead of the Participant Service Guarantee (PSG) being legislated.

At the time we recognised that we would need to review and update the Service Charter to reflect any changes made to legislation.

We have now updated the Service Charter to align with 2022 legislation changes.

Some adjustments have been made to the engagement principles and time standards.

Is it also in plain English and in the voice of participants, so it is easier to understand.

The Service Charter, PSG and Service Improvement Plan are an important part of the NDIA Corporate Plan.

They all work together to achieve our priorities and guide how we can deliver the best possible experience and outcomes for participants.

We will review the Service Charter periodically to make sure it remains current and represents our ongoing commitment to participants, their families and carers and the disability community.

We will continue to report on our performance against the Service Charter and PSG in the quarterly report to disability ministers.

You can view the refreshed Service Charter now on the NDIS website.

If you would like to submit your feedback around the Service Charter, please tell us through the feedback form or e-mail feedback@ndis.gov.au.

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