

**ndis**

**Participant  
Service Charter**



# 1 Our Participant Service Charter

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

We are focused on improving how we serve NDIS participants, in line with our **Purpose**:

Support individuals with a significant and permanent disability (participants) to be more independent, and engage more socially and economically, while delivering a financially sustainable NDIS that builds genuinely connected and engaged communities and stakeholders.

Our **Participant Service Charter** sets out what you can expect from us at the National Disability Insurance Agency (NDIA) and our Partners in the Community organisations.

It provides overall principles for our interactions with you, and clear service standards and timeframes. These are included in the proposed **Participant Service Guarantee**.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the **Participant Service Improvement Plan 2020-21**.

The Participant Service Guarantee and Participant Service Improvement Plan provide us with a clear direction to improve your experience with the NDIS.

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

We want you to have greater independence, and be part of more inclusive communities. And for this to happen, we need to improve what we do and how we do it with you.

We want to support you to make your own decisions to the greatest extent possible.

Half of NDIS participants are less than 18 years old, and we want to support and promote your voice in your plans and supports where possible, so you can take control of your NDIS. 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.

The Participant Service Charter is current as at 30 June 2020. It will be updated to ensure it remains a live document. Updates will be available on the NDIS website.





# 2 How we will work with you

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



**Transparent**



**Responsive**



**Respectful**








**Empowering**



**Connected**



The examples in the table come from the Participant Service Improvement Plan.

How we will work with you	What this means for you	What you can expect from us
 <p><b>Transparent</b></p>	<p>We will make it easy to access and understand our information and decisions.</p>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• keep you informed</li> <li>• communicate in your preferred format</li> <li>• explain the decisions we make and your appeal rights</li> <li>• make sure we have answers to your questions.</li> </ul>
 <p><b>Responsive</b></p>	<p>We will respond to individual needs and circumstances.</p>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• make quality decisions in line with the Participant Service Guarantee time standards</li> <li>• provide you with a staff member to contact so you only need to tell us information once</li> <li>• provide you with options so that when your circumstances change, we can work together to find an appropriate solution.</li> </ul>
 <p><b>Respectful</b></p>	<p>We will recognise your individual experience and acknowledge you are an expert in your own life.</p>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• listen to you so we can understand your experience</li> <li>• work together so the NDIS can support you within the requirements of the Act</li> <li>• make sure our staff are trained to understand the impact of different disabilities on people's lives</li> <li>• listen to your feedback and use this to find better ways of doing things.</li> </ul>
 <p><b>Empowering</b></p>	<p>We will make it easy to access information and be supported by the NDIS to lead your life.</p>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• make our processes simple and easy to use</li> <li>• update our information so it's easier to understand and useful when making decisions</li> <li>• inform you of your rights with the NDIS or providers</li> <li>• support and promote your voice so you have control of your plan</li> <li>• include people with disability and the community to help us develop and test our processes.</li> </ul>
 <p><b>Connected</b></p>	<p>We will support you to access the services and supports you need.</p>	<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• provide options so you can choose how you connect with us</li> <li>• help you to use your plan and locate supports and services</li> <li>• build community awareness and understanding of the NDIS</li> <li>• connect with participants in different settings and communities, especially in Aboriginal and Torres Strait Islander, culturally and linguistically diverse communities, and LGBTQIA+ communities.</li> </ul>

# 3 The service standards you can expect

The Commonwealth Government's response to the Tune Review has been delayed due to the COVID-19 pandemic. The NDIA plans to start measuring itself where possible against the proposed Participant Service Guarantee timeframes from 1 July 2020, ahead of the anticipated legislative change.

Service type	Description of the service being guaranteed	Service Guarantee
<b>General</b>	Explanation of a previous decision, after a request for explanation is received <sup>1</sup> .	28 days
<b>Access</b>	Make an access decision, or request for more information, after an access request has been received.	21 days
	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information.	90 days
	Make an access decision, after the final information has been provided.	14 days
<b>Planning</b>	Commence facilitating the preparation of a plan, after an access decision has been made.	21 days
	Approve a participant's plan, after an access decision has been made.	70 days
	Approve a plan for ECEI participants, after an access decision has been made.	90 days
<b>Implementation</b>	Offer to hold a plan implementation meeting, after the plan is approved.	As soon as reasonably practical
	If the participant accepts the offer, hold a plan implementation meeting.	28 days
	Provide a copy of the plan to a participant, after the plan is approved.	7 days
<b>Plan review</b>	Commence facilitating a scheduled plan review, prior to the scheduled review date.	56 days
	Decide whether to undertake a participant requested plan review, after the request is received.	21 days
	Complete a participant requested review, after the decision to accept the request was made.	42 days

<sup>1</sup> If reasons are provided with the original decision, it should not be necessary to request reasons for a previous decision at all.

Service type	Description of the service being guaranteed	Service Guarantee
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process.	28 days
	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process.	50 days
	Provide a copy of the plan to a participant, after the plan is amended.	7 days
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	90 days
	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision.	28 days
Nominee	Cancel participant requested nominee.	14 days
	Cancel CEO initiated nominee.	14 days

### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed
National Contact Centre	Our National Contact Centre will answer 80% of calls within 60 seconds.

### Service standards for complaints

Service type	Description of the service being guaranteed	Service Guarantee
Complaints	Acknowledge a complaint after we receive it.	1 day
	Make contact after we receive a complaint.	2 days
	Resolve 90% of complaints after we receive it. More complex complaints may take longer to address.	21 days



# 4

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

- 1** We will do things with you and for you **on time** – as set by the **Participant Service Guarantee** time standards. This will be checked by the Commonwealth Ombudsman.
- 2** You will experience a service that is **transparent, responsive, respectful, empowering and connected**, as measured in the quarterly Participant Satisfaction survey. We will aim to reach 90 per cent for all stages of your engagement with us. This will be overseen by the Independent Advisory Council.
- 3** It will be easier for you to **meet your goals** around which your support plan was built. The goals should reflect your hopes and dreams; for example that the NDIS has helped me to live independently.
- 4** You will see continued improvements in measures of **family, social, community, and economic** outcomes from the NDIS.
- 5** You will be supported by a **financially sustainable** NDIS that you can rely on into the future.
- 6** The **general community** will also value the NDIS, as measured by sentiment survey scores improving over time. This will also be overseen by the Independent Advisory Council.
- 7** We also know that **you will hold us to account** by providing your feedback, compliments, complaints and suggestions. We will use this feedback to improve the NDIS.



# 5 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:

- **by phone** – calling 1800 800 110
- **using [webchat](#)** on the NDIS website
- **email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- **in person** at your local NDIS, Local Area Coordinator or Early Childhood Early Intervention office in your area. Search your local area
- **in writing** – our mailing address is:  
National Disability Insurance Agency  
GPO Box 700  
Canberra ACT 2601

You can also contact us using accessibility services, including:

- translating and interpreting – For a free of charge translator or interpreter you can phone **131 450**
- if you have communication access needs, you can use: TTY: **1800 555 677** or Speak and Listen: **1800 555 727**
- **National Relay Service:** Visit the [National Relay Service](#) website or phone **1800 555 727** then ask for **1800 800 110**.

## How you can provide feedback, compliments, suggestions and complaints

We respect and value feedback and encourage you to share your concerns, compliments and suggestions with us.

You can have your say by:

- completing the **feedback form** on the [NDIS website](#)
- emailing us at [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- **calling us** on **1800 800 110**.

Our goal is to understand and resolve concerns as quickly as possible, long before they become a formal complaint.

## How we will respond to a complaint

We will respond to your complaint by:

- keeping you informed about the progress of your complaint at every stage, using your preferred communication method
- talking with you or your representative about your complaint to better understand it
- taking immediate action if a participant appears to be at risk of harm, neglect or abuse.

You can find more information about our service standards for complaints and feedback in the **service standards you can expect** section of this document.



### If you are unhappy about the outcome or how we handled your complaint

If you're unhappy with our resolution process, you can ask for a supervisor or manager to review your complaint and how it was handled.

You may also choose to contact the Commonwealth Ombudsman:

- **visit:** [Ombudsman website](#)
- **phone:** 1300 362 072

### If you do not agree with a decision we have made

If you believe the NDIA has made the wrong decision, you can choose to have it reviewed.

Requests for a decision review must be made within three months of a decision.

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

### If you are unhappy with the outcome of a decision review

If you believe the NDIA has made the wrong decision in relation to your decision review request, you may choose to lodge an external review request through the Administrative Appeals Tribunal (AAT).

A request for review through the AAT needs to be made within 30 days of an NDIA decision being made.

The AAT is independent of the NDIA.

We follow the requirements of the Commonwealth's Model Litigant obligations. Further information can be found under Appendix B of the [Legal Services Directions 2017](#). We may appeal a decision of the AAT. We will promptly implement the final decision of the tribunal or court.

For more information about external reviews through the AAT:

- visit our [website](#)
- **phone:** 1800 228 333
- **visit:** [AAT website](#).





**For more information about this plan, please contact:**

**National Disability Insurance Agency**


 Telephone 1800 800 110

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**[ndis.gov.au](https://www.ndis.gov.au)**

**For people who need help with English**

 TIS: 131 450

**For people who are Deaf or hard of hearing**

 TTY: 1800 555 677

 Speak and Listen: 1800 555 727

 Internet relay: National Relay Service  
[relayservice.gov.au](https://relayservice.gov.au)