

Getting help and Support your way



**Aboriginal
Health Council**
of Western Australia



National Disability Insurance Scheme Participants Rights

Want help to understand your rights. There are people available to talk and listen.

You as a participant have the right to make your own decisions about what is important to you and to decide how you would like to receive your supports.

You have the right to talk about:

- Who provides your support
- How you receive support
- When you receive support

You have the right to:

- Receive a quality service
- Be safe at all times
- Make a complaint
- Have culture, values and beliefs recognised.
- Make informed choices about your life
- Have your privacy and dignity respected

You also have the right to:

- Control your own life
- Decide how you live and where you live
- Choose how you spend your time

The NDIS helped me get the supports I needed, here is a guide on understanding how it can help you too!



This resource is created in line with *The NDIS Code of Conduct – Guidance for NDIS Providers and Workers’ - March 2019.*
 This version of the resource is developed to be used by NDIS staff when supporting participants, informal and formal supports.

Choosing the right NDIS Service Provider



A service provider can be your Support Coordinator, Support Worker, Therapist or an Organisation.

As a person with a disability, you should expect a good provider to:

- | | |
|---|--|
|  <ul style="list-style-type: none"> • Help you understand your NDIS plan. |  <ul style="list-style-type: none"> • Give you easy to understand information. |
|  <ul style="list-style-type: none"> • Clearly explain the support and services you can access. |  <ul style="list-style-type: none"> • Respect your privacy when offering support. |
|  <ul style="list-style-type: none"> • Guide you on how to use the services. |  <ul style="list-style-type: none"> • Keep your personal information confidential all the time. |
|  <ul style="list-style-type: none"> • Support you in making decisions and give you freedom to choose. |  <ul style="list-style-type: none"> • Provide services on time and when you need them. |
|  <ul style="list-style-type: none"> • Help you feel comfortable to ask questions, so you can decide on Supports/Services. |  <ul style="list-style-type: none"> • Make sure that support and services are provided safely and professionally, with care. |
|  <ul style="list-style-type: none"> • Tell you about any potential conflicts of interest. |  <ul style="list-style-type: none"> • Consider your values and beliefs, including those related to culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability. |

Understanding the standard of service that I expect to receive

As a person receiving disability supports, you can expect a good service provider to:



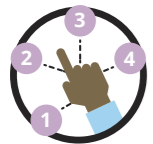
- Act with integrity, be honest and clear about service offered.



- Help you understand your plan and how it can be used.



- Follow the NDIS quality standards when delivering services.



- Give you options for services that meet your needs.



- Not take advantage of you. Be clear and not pushy.



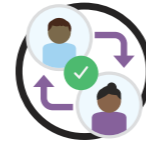
- Help understand the terms and conditions in easy read language.



- Keep your records secure and confidential at all times.



- Make sure the relevant industry standards for insurance and workers screening are met.



- Respect your choices, allowing you to change provider if you feel they are not acting in your best interests or meeting your needs.



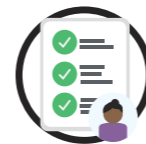
- Explain the NDIS pricing so that I get the right amount of support.



- Get your permission before sharing your information with others.



- Offer support and services in a safe and competent manner.



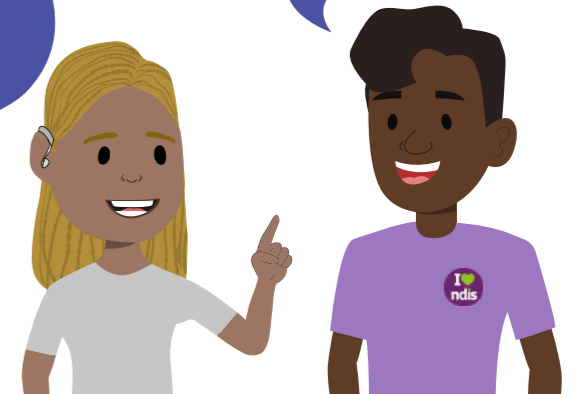
- Have the right knowledge, training and qualifications for the supports and services they deliver.



- Be up-to date with safety and security requirements.

It's going great. My support workers are always on time, friendly and helpful.

How are your new weekly supports going?



Frequently Asked Questions

I have a NDIS Plan, so how can I get the right support?

You can get support from:

Support Coordinator (SC) – usually works for NDIS service provider – they can tell you which NDIS mob covers your town or community, and what's available that you might want to use. The support coordinators will be able to explain how much funding is in the NDIS Plan and if there are any rules on how it can be used.

Remote Community Coordinator (RCC) – usually works for a community organisation, and they can link you in with a support coordinator. They can also help you link back in with the NDIS if you have missed important meetings or your NDIS plan needs to be updated.

NDIS office – if you can't find a RCC or SC – you can always ask the NDIS office in town, and they will tell you which services are in your area, and how you can contact them.

Disability Advocate – these workers are good if you feel like you need someone to help you to say what you need, or you're not getting the help that NDIS providers should be giving you. They can help you make changes to your services or providers, and can help you make complaints if you are not being listened to, or getting the service you asked for.



How do I know if this mob is good or not?

- They should have a good reputation in the community, and should understand Aboriginal people and culture.
- They should understand what support you need, and have people available to support you.
- They should keep in contact with you and ask how things are going, making any changes you might need.

How do I know how much support I will get?

- They should sign a service agreement with you – clearly saying how much support you will get and how much it will cost from your plan.

What happens if the mob I choose don't follow the rules?

- Any NDIS Service Provider can get into trouble with the NDIS Commission if they don't follow the rules, any person receiving supports or their family can make a complaint, and if you need any help to do this – a Disability Advocate can always help you make a complaint, or sort out getting a better service.

How do I make a complaint and to who?

- If you need help to get better services or make a complaint about your NDIS provider, you can:
 - Get in touch with your local Aboriginal medical service or Aboriginal Community Controlled Organisation;
 - Talk to your family, friends or someone you trust.
 - You or your family can make a complaint to the NDIS commission or HADSCO.

Scan the QR code to see more options on how to make a complaint.





This resource is created by the Aboriginal Health Council of Western Australia and the Broome regional Aboriginal Medical Health Service with local expertise and input to empower people with disabilities, their families and loved ones make informed decisions with their NDIS plans.

Is the NDIS right for you?

Get in touch with your local Aboriginal health service.



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