

# Your Rights as a Consumer

As an NDIS participant, you have certain rights. You also have consumer rights that apply to all Australians. These rights make sure you are treated fairly, have access to safe and appropriate supports, and can make informed decisions about your care.

## NDIS Participant Rights

- **Choice and Control:** You can choose your service providers and change them if they don't meet your needs.
- **Access to Information:** You can get clear, accurate information about the NDIS. You have the right to understand your rights, responsibilities, and available supports.
- **Privacy and Confidentiality:** Your personal information is protected and only shared according to privacy laws.
- **Right to Complain:** You can make complaints about services or the NDIS without fear of retaliation.
- **Fair and Prompt Complaint Handling:** If you make a complaint, it should be addressed quickly and fairly.
- **Support Needs Met:** You have the right to get supports tailored to your strengths, abilities, and goals.
- **Quality Service:** Service providers must meet [NDIS Quality and Safeguards Commission Standards](#).
- **Respect and Dignity:** You have the right to be treated with respect, free from discrimination, all forms of abuse, neglect, and exploitation.

## Consumer Rights

As an NDIS participant and consumer, you also have rights that protect you from unfair business practices, ensuring access to safe and honest services.

- **Safety:** The products and services you use must be safe.
- **Informed Choice:** You have the right to accurate, complete product or service information.
- **Fair Trading:** Businesses should engage in honest practices.
- **Effective Complaint Resolution:** Complaints should be handled in a timely and respectful manner.
- **Compensation:** You have the right to be compensated for loss if a business breaks the law.

## How to Make a Complaint

If you feel your rights have been breached:

### 1. Contact the NDIS Quality and Safeguards Commission:

- Phone: 1800 035 544
- [How to make a complaint.](#)

### 2. Contact the ACCC:

- Phone: 1300 302 502
- [ACCC Complaints](#)

## Enforcement and Protection

The NDIS has the [Quality and Safeguards Commission](#) - an independent body for when your rights as an NDIS participant are breached. If you feel your consumer rights have been breached, you can go to the [Australian Competition and Consumer Commission](#), which enforces your rights under Australian Consumer Law.