



NDIS Quality  
and Safeguards  
Commission

SSI

# STAKEHOLDER PACK

The Rights Path Project

November 2024



# Introduction



The Rights Path Project is a transformative initiative dedicated to advocating for the rights of individuals with disabilities from culturally and linguistically diverse (CALD) backgrounds.

Led by SSI, this project was funded by the Australian Government through the Support for NDIS Providers Grants Program administered by the NDIS Quality and Safeguards Commission.

Join SSI in making a difference—together, we can ensure that every voice is heard and every right is upheld.



# What you can do to help



This stakeholder pack is for people who work with individuals with disabilities, unpaid carers and family members, especially those from CALD backgrounds. This pack is useful for NDIS service providers, disability advocacy peaks, ethnic community councils, local government councils and community organisations.

SSI has developed resources to help raise awareness about the rights of NDIS participants, especially amongst those from CALD backgrounds. You can use the information, guidance and resources to strengthen feedback and complaints pathways, while promoting the rights of NDIS participants.

## The resources are available in five languages:

- English
- Urdu
- Khmer
- Vietnamese
- Punjabi

You can share the range of materials in this kit in-person or via digital channels, and direct people to [ssi.org.au/TheRightsPath](https://ssi.org.au/TheRightsPath) for more information and updates.





# Why use the resources?



- The resources have been co-designed by NDIS providers, and NDIS participants from the target communities, so you can be assured that they will resonate.
- The resources clearly outline the steps participants need to take for the best outcomes in the complaints handling process, helping both participants and providers streamline and resolve complaints effectively.
- The resources can be easily shared digitally, and the infographic can be printed for easy access. There is also an Easy Read version available online, and limited Braille copies.
- The resources are available for all communities to access in English in addition to the four target language groups.

Tag us:



@SSIcommunity



@ssi\_news



Settlement Services International



@ssi\_tweets

# Key messages



## About the project:

- SSI has launched in-language resources to support NDIS participants and their carers to strengthen their understanding of their rights and the quality they should expect of NDIS service providers.
- The resources are available in five languages: English, Khmer, Punjabi, Urdu and Vietnamese.
- SSI worked closely with people with lived experience of disabilities from the target communities, as well as service providers across NSW, Queensland and Victoria to co-design the resources.
- The resources improve NDIS participant knowledge of how to provide feedback when they are not satisfied with the services they receive.
- The resources encourage NDIS service providers to strengthen their feedback and complaints pathways and promote participants' rights.

# Key messages



## Key messages for NDIS providers to use:

- As an NDIS provider, we must recognise and uphold your rights as a participant. You have the right to access quality services tailored to your needs. This means you can choose the providers, supports, and services that work best for you. You have control over your NDIS plan and can make informed choices that enhance your quality of life. We are guided by the [NDIS Code of Conduct](#), which outlines the minimum standards and responsibilities that all participants and Australians can expect from NDIS providers and workers.
- How to give feedback about the service you receive from us:
  1. If you are unhappy with the service or support from us, let us know.
  2. You can provide feedback by email, by writing a letter, a phone call, with a relay service or in person. Remember that free language support is available. You can call the Translating and Interpreting Service (TIS) on **131 450** for help.
  3. We will listen to your concerns and take steps to address them.
  4. If you feel that we do not resolve your concern or complaint, you can contact the NDIS Quality and Safeguards Commission directly by calling 1800 035 544, emailing [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au), or lodging a complaint through their [website](#) and [online complaint form](#).
  5. If the NDIS Quality and Safeguards Commission does not resolve your concern or complaint, contact the Commonwealth Ombudsman on 1300 362 072 or at [ombudsman.gov.au/complaints/how-to-make-a-complaint](https://ombudsman.gov.au/complaints/how-to-make-a-complaint)

# Key messages



## Key messages for NDIS participants and their families:

- Know your rights – As an NDIS participant, you are free to choose the providers, supports and services that meet your needs.
- Transparency – You have the right to ask your provider for detailed information about all the different parts of your support.
- Fearless feedback – As an NDIS participant, you have the right to give feedback without being afraid of unfair treatment, or that your services will be taken away.
- Speak up – You have the right to speak up. Communication is important. If at any point you feel unhappy with a provider, service or support, say something straight away.
- Language support – Remember that free language support is available to help you talk to your provider. You can call the Translating and Interpreting Service (TIS) at **131 450** for help.

# What's in this pack?



## This pack contains the following resources:

- Video animation (full) – Know your rights
- Video animation (full) – Feedback and complaints
- Infographic - Steps to provide feedback
- Social media carousel
- Video cut down for social media – Know your rights
- Video cut down for social media – Feedback and complaints





# Video animation (full) – Know your rights



This video provides essential information to NDIS participants and community, helping them understand their rights when accessing NDIS supports and services. This video will equip them to make informed decisions that are right for their individual needs.

## Available in the following languages:

- English
- Khmer
- Punjabi
- Urdu
- Vietnamese

[Watch here](#)



# Video animation (full) – Feedback and complaints

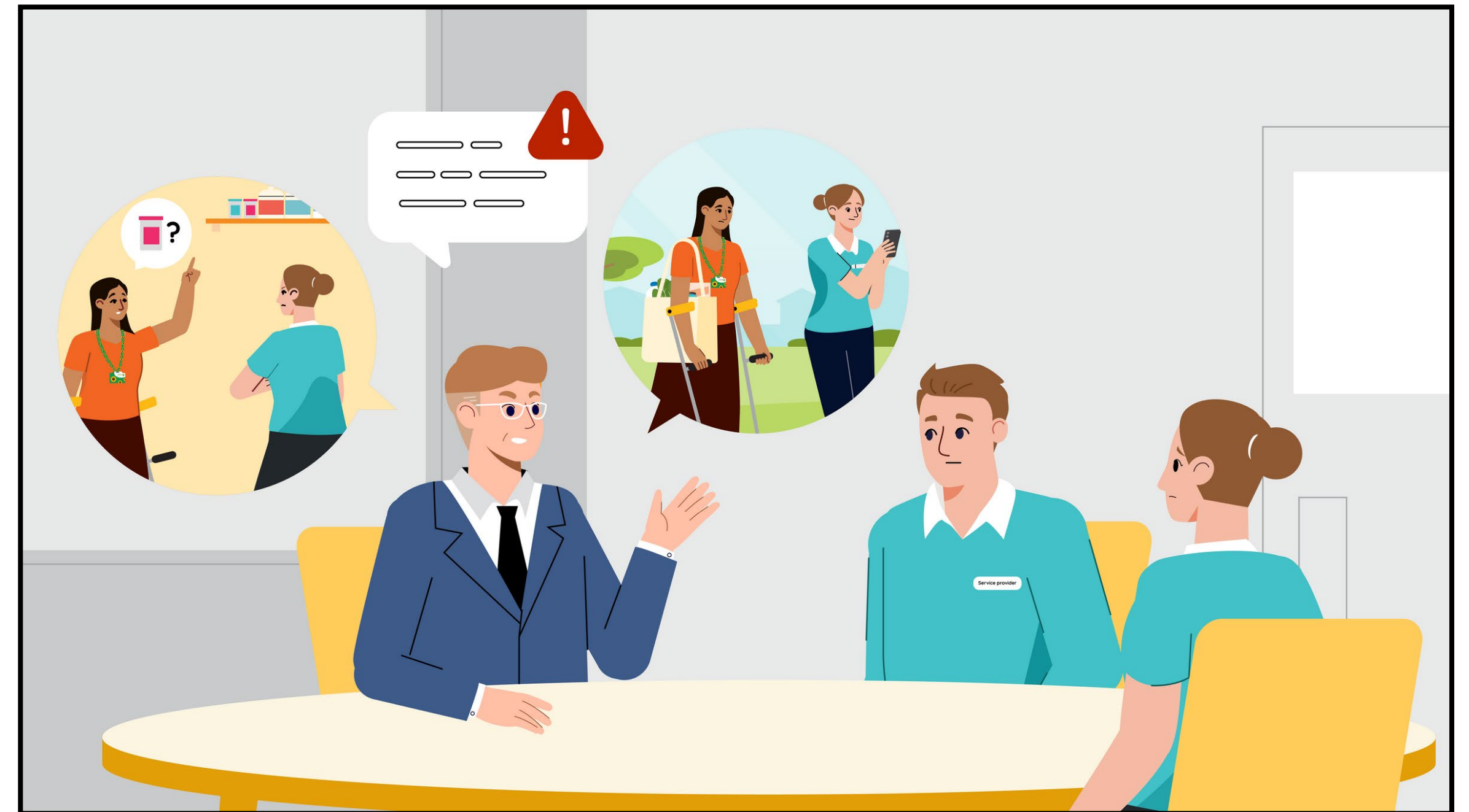


This video provides guidance to NDIS participants and community on how to provide feedback about NDIS supports and services to help meet their needs.

## Available in the following languages:

- English
- Khmer
- Punjabi
- Urdu
- Vietnamese

[Watch here](#)





# Infographic



Dimensions: **A3**

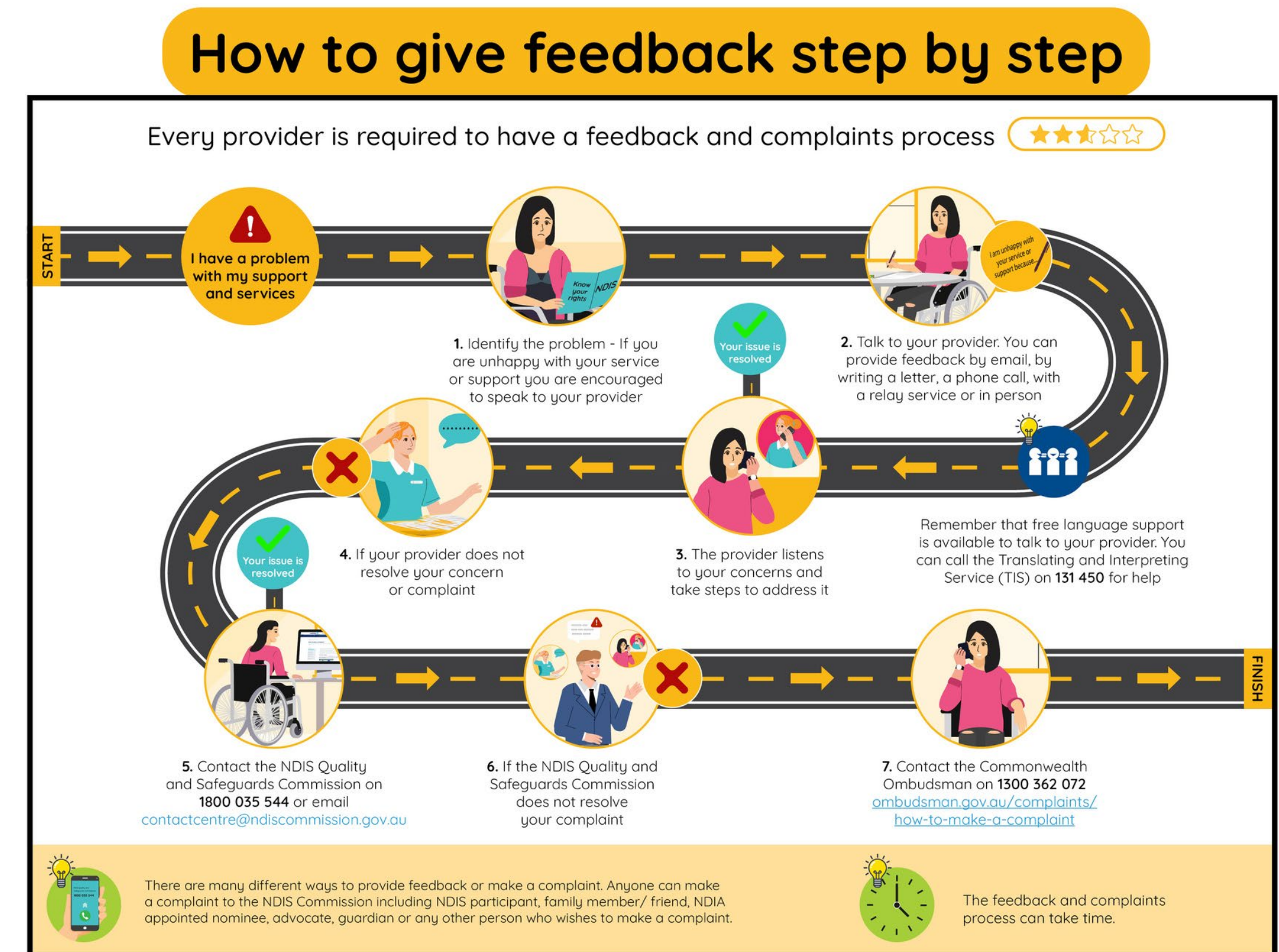
This infographic describes the rights of NDIS participants and outlines how they can give feedback step by step.

Available in the following languages:

- English
- English (Easy Read)
- Khmer
- Punjabi
- Urdu
- Vietnamese

[Download here](#)

Limited Braille versions are also available. Please contact us to discuss.



# Social media carousel



Dimensions: **1080 x 1080px**

## Suggested social media copy:

Know your rights as an NDIS participant!

As an NDIS participant, you have the right to:

- Transparency - Understand your supports and services.
- Fearless feedback - Share your concerns anytime, any way.
- Speak up - Address issues straight away.
- Language support - Access free support in your language.

Learn more at [ssi.org.au/TheRightsPath](https://ssi.org.au/TheRightsPath)

Find guides for sharing this content on social media:

- [How to share a carousel on Instagram.](#)
- [How to share multiple images on Facebook.](#)

## Available in the following languages:

- English
- Khmer
- Punjabi
- Urdu
- Vietnamese

**Download here**





# Video cut down for social media – Know your rights



Dimensions: **1080 x 1080px**

## **Suggested social media copy:**

Know your rights as an NDIS participant!

As an NDIS participant, you have the right to:

- Transparency - Understand your supports and services.
- Fearless feedback - Share your concerns anytime, any way.
- Speak up - Address issues straight away.
- Language support - Access free support in your language.

Learn more at [ssi.org.au/TheRightsPath](https://ssi.org.au/TheRightsPath)

## **Available in the following languages:**

- English
- Khmer
- Punjabi
- Urdu
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**Download here**



# Video cut down for social media – Feedback and complaints



Dimensions: **1080 x 1080px**

## Suggested social media copy:

Know your rights as an NDIS participant!

As an NDIS participant, you have the right to:

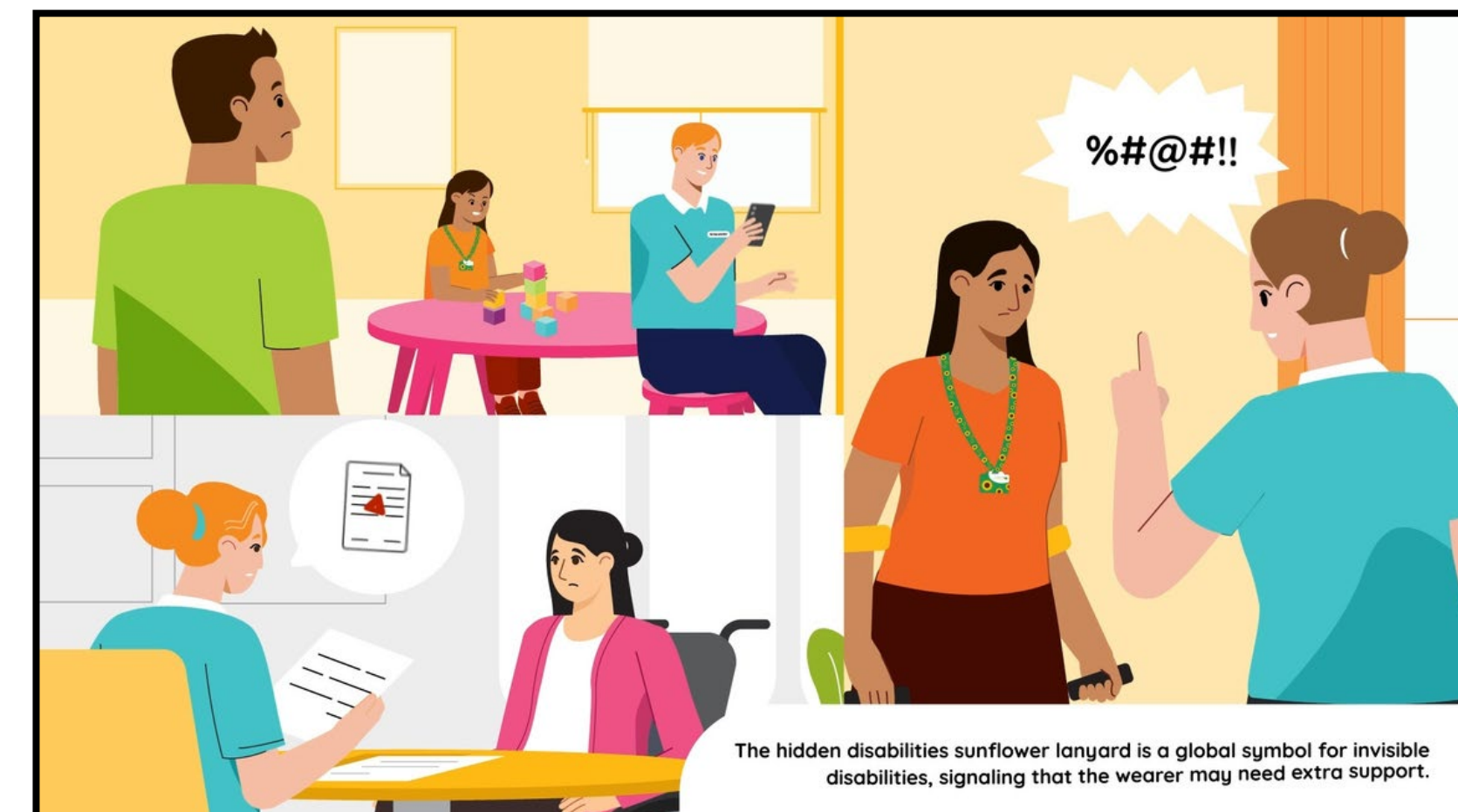
- Transparency - Understand your supports and services.
- Fearless feedback - Share your concerns anytime, any way.
- Speak up - Address issues straight away.
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Learn more at [ssi.org.au/TheRightsPath](https://ssi.org.au/TheRightsPath)

## Available in the following languages:

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[Download here](#)





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For more information visit:

[ssi.org.au/TheRightsPath](https://ssi.org.au/TheRightsPath)

Thank you for your support.

Please contact us if you have any questions.

November 2024

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