Resources

Useful information. Clearer decisions. Greater confidence.

Finding the right information can make a meaningful difference when navigating disability supports.

At Safe & Smart Care, we believe participants, families, carers and referral partners should be able to access practical information that helps them understand their options, make informed decisions and connect with appropriate services.

This resource centre brings together useful information about the NDIS, participant rights, service arrangements and pathways to assistance.

Understanding the NDIS

The National Disability Insurance Scheme (NDIS) provides eligible people with disability access to funding for disability-related supports.

Understanding how the scheme works can help participants make informed decisions about their plans, funding and service providers.

Useful information:

- Understanding NDIS eligibility and access.
- Learning about funded supports and budgets.
- Understanding how an NDIS plan works.
- Preparing for planning discussions and reassessments.
- Finding information about participant responsibilities and options.

Visit the official NDIS website: www.ndis.gov.au

Choosing a disability support provider

Choosing a provider is an important decision.

A suitable provider should be able to explain its services clearly, understand individual support requirements and demonstrate how it manages communication, staffing, service delivery and concerns.

Before choosing a provider, you may wish to consider:

- Does the provider offer the services I need?
- Is the provider registered with the NDIS?
- How will my individual preferences and goals be considered?
- How are support workers selected and matched?
- What happens if my regular support worker is unavailable?
- How will changes to my supports be communicated?
- What are the service agreement and cancellation arrangements?
- How can I provide feedback or raise a concern?

At Safe & Smart Care, we welcome these conversations. Clear expectations from the beginning help establish a more reliable service relationship.

Learn more: [Link to Our Services]

Understanding service agreements

A service agreement explains the arrangements between a participant and their provider.

Depending on the services being provided, it may include information about agreed supports, responsibilities, costs, scheduling, cancellation arrangements and how concerns can be raised.

Before agreeing to services, participants should have the opportunity to ask questions and understand the terms.

We encourage participants and their chosen representatives to review service arrangements carefully and seek clarification wherever needed.

Discuss your support requirements: [Link to Contact page]

Your rights as an NDIS participant

People receiving disability supports have the right to be treated with dignity and respect.

This includes the right to exercise choice and control, have personal information respected, receive safe and competent supports, and raise concerns without fear of disadvantage.

The NDIS Code of Conduct sets expectations for providers and workers delivering NDIS supports.

Learn more about participant rights and provider responsibilities:

www.ndiscommission.gov.au

Feedback, complaints and independent advocacy

You have the right to ask questions, provide feedback and raise concerns about your services.

If you have a concern about Safe & Smart Care, we encourage you to contact our team so that the matter can be reviewed and addressed.

You may also raise a complaint with the NDIS Quality and Safeguards Commission.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Independent disability advocates may also assist people to understand their rights, communicate concerns and participate in decisions.

Find advocacy information: www.dss.gov.au

Information for support coordinators and referral partners

We recognise the importance of clear communication and effective coordination between participants, their chosen representatives and the professionals involved in their supports.

For support coordinators and referral partners, we aim to provide straightforward information about our services, suitability, referral process and service arrangements.

Our goal is to support informed referrals, clear expectations and effective communication from the initial enquiry onwards.

Make a referral or discuss service suitability: [Link to For Referrers page]

Useful contacts

National Disability Insurance Scheme (NDIS)

General enquiries, plans and funding information

Phone: 1800 800 110

Website: www.ndis.gov.au

NDIS Quality and Safeguards Commission

Quality, safety, complaints and participant safeguards

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Office of the Australian Information Commissioner (OAIC)

Privacy rights and complaints

Website: www.oaic.gov.au

Australian Human Rights Commission

Disability discrimination and human rights information

Website: www.humanrights.gov.au

Need help finding the right information?

If you have questions about our services or would like to discuss your individual support requirements, our team is available to assist.

Safe & Smart Care — A quality registered NDIS provider.

Phone: (08) 7200 0112

Email: info@safeandsmartcare.com.au

[Get in touch]

Information on this page is general in nature. NDIS eligibility, funding and support arrangements depend on individual circumstances and current scheme requirements.