

Your rights and responsibilities

On this page:

[Your responsibilities](#)

[Your rights](#)

[Where to get help](#)

[Would we fund it?](#)

[Our guidelines](#)

Anyone with access to NDIS funds must follow relevant Australian laws, rules and regulations.

We are here to help you use your NDIS funds lawfully. We want to help you do the right thing.

You have rights and responsibilities when choosing what supports you want to buy with your NDIS funds,

Your responsibilities

You are responsible for making sure the supports are:

[directly related to your disability](#) and align with your plan

not covered or delivered by [another service system](#) or organisation (eg. Medicare or private health insurer).

If you self-manage your NDIS funds, you need to [keep evidence](#) of what you spend your NDIS funds on (eg. invoices, receipts, pay slips, bank statements).

Your rights

You have the right to:

[choose who delivers your supports](#) and how they do this. You do not have to use just one provider for all your supports

not use a provider if you feel they aren't acting in your best interests

ask if a provider has a conflict of interest

[not feel pressured](#) to buy services or supports you don't want or need

pay for supports at a fair and reasonable rate. You must follow the NDIS Pricing Arrangement and Price Limits if you are NDIA-managed or plan-managed

decide what personal information you give to a provider so they can deliver supports.

The [NDIS Quality and Safeguards Commission](#) works with all providers so that you can get supports that give you choice and control. They have a [participant information](#) pack that helps you understand your rights.

Registered providers need to meet [quality standards](#) , which show they provide quality, safe supports to participants. The standards also help participants to know what they should expect from their registered providers.

All providers must adhere to the [NDIS Code of Conduct](#) .

Where to get help

If you have questions about how to use your NDIS funds, your NDIS planner or LAC can provide advice and support to help you do the right thing.

Find out [where to get help](#).

Would we fund it?

Our [Would we fund it? guides](#) include examples of commonly requested items that we find cause the most confusion. For each item, we explain how we make reasonable and necessary decisions about them and provide advice about whether or not we typically fund them.

Our guidelines

[Our guidelines](#) explain what we need to consider and how we make decisions based on the NDIS legislation and rules.

We have been updating our guidelines to make the language clearer and easier to understand. The new guidelines are written in plain English and include more information about how we make decisions.

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