



Participant Handbook



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EASY READ RIGHTS

WHAT DO YOU KNOW ABOUT
YOUR RIGHTS?



This Document is about Your **Rights**.



Our laws need to respect the rights of people with disability.

You should be included in community life.

You have the same rights as everyone.



What are your **rights**?



You should be:

- safe in your home and anywhere else
- treated with respect
- part of your cultural community



You should be able to:

- participate in your religion
- express your sexuality including intimacy
- communicate in your family's language



You should be able to:

- make complaints
- able to say you want to go to another provider



You can tell us what you want and when you want it.



You can tell us what type of worker you want.

You can tell us how you want things done.



We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.



We agree to follow your wishes and Charter of Rights.



EASY READ DECISION MAKING AND CONSENT

WHAT YOUR RIGHTS ARE IN
MAKING DECISIONS ABOUT
YOUR LIFE?



Decision making is all about what **you** want.

You have the right to be respected and treated like other people.

In this document you will learn about:

- Your right to make decisions about your life
- The meaning of consent
- How we help you to make decisions
- What happens during emergencies

If something makes you feel unsafe or uncomfortable, you can say no.



You have control over your life. We are here to support you to make decisions. You can make decisions about:

- Daily activities
- Food and drink
- Money
- Household tasks
- Hygiene (such as showering and brushing teeth)
- What help you receive from us
- Medical visits and treatments
- Taking medicine
- Sharing your personal information
- Autonomy, your right

We will give you as much time as you need to make decisions.



Before giving consent you have to understand:

- What will be happening
- What you will have to do
- How the activity or treatment will make you feel better
- What might go wrong

You can make the decision all by yourself if you feel comfortable.



You can ask questions if you are unsure or want more information at any time.



Withdrawing consent means that you are changing your mind.

If you feel uncomfortable about something that is happening, you can withdraw consent at any time.



We always follow the rules set by the government to make sure that you know your rights.

If you are 18 year or older you can make your own decisions and give consent.

If you are under 18 you can make some decisions as well. However, your parent or guardian may need to help you.



You can choose how you give consent and tell us your decisions. You can give consent by:

- Using body language (such as pointing or moving your head)
- Signing a piece of paper with a pen
- Saying 'yes' or 'no'
- Showing us a picture
- Spelling out your answer

Remember that the way you let us know about your decisions is up to you!



Sometimes you might need help to make a decision. You can ask a person you trust and they can give you advice. You can talk to:

- Your parents or guardian
- Your support worker or carer
- Your close friends and family



A substitute decision maker may be assigned if:

- You do not have anyone to help you make decisions
- You are having trouble making your own decisions

A substitute decision maker can help make informed decisions for you. Their job is to help you make good decisions that will improve your life.



We will always help to protect you from harm.

If you are in an emergency, we may NOT ask for consent if:

- You are too hurt to give consent (for example, if you are not awake)
- The doctor believes the emergency treatment will save your life
- You haven't told us that you DO NOT want the treatment
- The person doing the treatment has looked at your care plans.



EASY READ PRIVACY

WHAT DO YOU KNOW ABOUT
PRIVACY OF YOUR
INFORMATION?



This Document is about Your **Privacy**.



We store information like;

- Your name, address and phone number
- People who you are close to (mum, daughter...etc)
- Details about why and how we are helping you



This helps us to support you, and to check the quality of our services. We are responsible for keeping your information **safe**.



We use your information so we can work with you to design supports to suit you.



We only share your information if you say '**Yes**', or if there is a situation that makes us.



We only **share** your information

- with a **trusted** person
- when we need to so you can be safe
- with your permission to provide required information to NDIS or other government organisations



When asked to share your information you can say **'No'** or opt out of sharing it.



We keep your information safe so only those you say can see it.



You have several rights with your information:

- The right to see a copy of the information we hold about you
- The right to have inaccurate or incomplete information corrected by us
- The right to object to any information you think is inaccurate



If you want to see your information,
just ask your trusted person who
will ask us.



EASY READ DUTY OF CARE & DIGNITY OF RISK

MAKING SURE YOU ARE ALWAYS
ABLE TO MAKE CHOICES FOR
YOURSELF.



Making your own choices can make you feel:

- Special
- Independent
- Smart
- In control

All our workers want to let you make decisions all the time, but sometimes they have to help you. This is called a duty of care



Dignity of risk means you are allowed to make decisions and choices of what you can and cannot do.

You are always allowed to make your own decisions.

An example of a decision you can make, may be:

- Choosing to ride a bike
- Choosing to wear a nice jumper
- Choosing to eat something yummy



You are allowed to make mistakes.

You are allowed to have accidents.

We will always continue to support you, even if a mistake or accident happens when you make a decision.



A duty of care means your workers have to help keep you safe.

Sometimes if you make a decision a support worker might need to help you.

A support worker might help you make a decision, if the decision:

- Could hurt you
- Could hurt someone else



If your support worker thinks that your decisions could hurt you or could hurt someone else, they must try to help you.

A support worker may help you make a decision by:

- Talking about what might happen
- Making some changes, to make the space you are in safer
- Helping you to do the activity



Sometimes it may be too dangerous, and the support worker might need to stop you from making the decision.

This might make you feel:

- Sad
- Angry
- confused



The support worker will always tell you why they stopped you from making a decision.

You and the support worker can talk about why your decision was stopped and ways you can safely make the decision.



If you think your support worker has stopped you from making a decisions unfairly, you are allowed to make a complaint.

If you think your support worker knew you would get hurt and didn't help you, you are allowed to make a complaint.

We will help you make a complaint if you decide to do this.



EASY READ ADVOCACY

WHAT ADVOCATES ARE AND WHAT THEY DO?



Advocacy is the act of helping a person get what they need.

There may be times when you will need the help of an advocate.

We will always help you to get an advocate if you need one.

This document will help you understand:

- What advocates are and what they do
- What advocates cannot do
- How we can help
- How to find an advocate



An advocate is a person who can help you stand up for your rights

Advocates will work with you to find out what you need and what you want

An advocate must be a person that you know and trust.

An advocate can be:

- A family member
- A person from an outside advocacy group
- A person from a legal organisation (like a lawyer)

If a person you do not know plans to be your advocate they will introduce themselves to you and explain how they will help



Advocates will always make sure that you are safe and have what you need.



Advocates can:

- Help you to advocate for yourself
- Help you find out what you need
- Say something for you
- Help you to write and sign papers
- Help you report incidents and make complaints



An advocate cannot:

- Help with your health treatments
- Act as a go-between when resolving problems
- Make decisions for a different person (if they are not their advocate)



We have let our workers know when an advocate might be needed.



You have the right to choose your own advocate. We will help you with this.

We will help you if you want to:

- Be your own advocate
- Get a new advocate
- Stop advocacy services



We will work together with your chosen advocate.



We will help you to find and contact your chosen advocate.

You can ask one of our workers about where you can find an advocate.

You can use Google and the Disability Advocacy Finder tool to look for advocates near you.

You can also contact the department that is in charge of advocacy in your state.



EASY READ ABUSE, NEGLECT AND EXPLOITATION

WE WILL MAKE SURE THAT YOU
ALWAYS FEEL SAFE WHEN YOU
GET HELP FROM US.



Abuse, neglect and exploitation can make you feel:

- Sad
- Angry
- Scared
- Confused



All our workers know that abuse, neglect and exploitation is NEVER allowed. This document will:

- Help you understand abuse, neglect and exploitation
- Tell you how to seek help



Please Note: This document discusses sensitive topics. If you feel upset or uncomfortable, please let us know. We will help you to understand this information in a different way.



Abuse is any action that is designed to hurt another person. There are different types of abuse.



Physical abuse is when someone hurts any part of another person's body.

For example: punching, kicking, hitting or preventing the other person from moving freely.



Emotional abuse is when someone says mean things to hurt someone else.

For example: screaming or making rude comments because they know it will make the other person feel upset.



Financial abuse is when someone uses money to control another person.

For example: stopping another person from using their own money or bank accounts.



Sexual abuse is when someone talks about sexual topics or touches another person's body when the other person has not given permission for this to happen.

For example: touching the private parts of a person's body or making inappropriate comments about a person's appearance.



Cultural abuse is when someone uses another person's culture to cause harm or to control them.

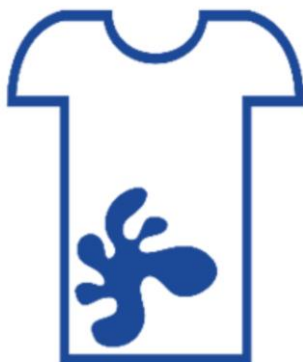
For example: making racist comments or refusing to let the other person speak their native language.



Neglect is when a person is not given the care that they need. Some signs of neglect are:



- Quickly losing or gaining weight because of a bad diet



- Dirty clothes and/or clothes that do not fit



- Not having your needs and preferences met when planning/providing you with services



If you think we are not meeting your needs, let one of our workers know. We are here to help.



Exploitation is the act of treating a person unfairly in order to benefit from their work or resources. Some examples of exploitation are:



- A company not paying someone for their work (if the person did **not** agree to be a volunteer)



- A worker using a person's disability to benefits to buy things that **do not** help that person



- An email from someone you do not know asking for personal information and bank details



Reasonable force is an action that is done to prevent harm.

We will only use reasonable force to keep you safe.

Out workers can use reasonable force to stop you from:



- Harming yourself or others



- Damaging things on purpose



- Being in harm's way (e.g. if you are in the path of a falling object)



You should make a complaint or report an incident if you experience abuse, neglect or exploitation. We will help you to do this.



Family members, advocates or friends can also help you make a complaint or report an incident.

You can make a complaint/report and incident by:



- Letting a worker know about the situation
- Sending an email, or
- Making a phone call



We will work solve the problem and involve other organisations (such as the NDIS Commission) when needed.



If you believe that we have not handled your incident/complaint in the right way, you can make a complaint about us directly to the NDIS.

We will help you if you decide to do this.



EASY READ SERVICE AGREEMENT DESCRIPTION

WHAT IS A SERVICE AGREEMENT?



This document will help you learn about **Service Agreement**.



Service Agreement is a **document**.

It is for you and your service provider.

The **service provider** is the person or organisation that provides you with supports.



The document says that you both **agree** about the services you are going to receive.



When you have agreed, you both **sign** the document.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



How to make a **Service Agreement**?



You can ask another **trusted person** to enter into the Agreement for you.

This might be a family member, carer, friend or other persons.

The trusted person can speak for you.



Also, it's a good idea to take a copy of your **NDIS Plan** to any meetings you have about your Service Agreement.

If you want to, you can **attach a copy** of your NDIS Plan to the Agreement.



What should the Service Agreement **include**?



The Service Agreement should include information about the **supports** you receive.



Talk to us about your supports. Tell us:

- What type of supports you need,
- How you want the supports,
- Who you want to work with you,
- When you need supports,
- How long you will need the supports



What is expected of you - This is about your responsibilities.

What is expected of your service provider.



How you can end or change the Agreement.

What you can do if any **problems** occur.



Costs

- How much the service costs
- When you pay
- How to pay



Provider will talk to let you know:

- your rights
- what supports will be provided
- your responsibilities
- their responsibilities
- any conflict of interest
- Of any considerations (if required)



Together we will:

- Consult and talk to each other
- Write the agreement



When do you **sign** the agreement?

(Answer on next page.)



After you or your trusted has person has read the agreement.



After you or your trusted person is happy that the agreement meets your need and that you have had your say.



After provider agrees with what is written.



Sign the agreement if you are happy to **agree** to what is written.

Once you have signed, **provider** will sign.



You will be given a copy of the Service Agreement.



Don't forget to keep a copy of your Service Agreement in a safe place.



EASY READ CHOOSING YOUR SUPPORT WORKER INFORMATION GUIDE



This information guide will help you think about

- What kind of support you want?
- What your support worker should be like
- How to pick the right person for the job



Make a list of the things you want to do. This could be things like:

- Personal care – like having a shower
- Your health – like going to the doctor
- Going to places on buses and trains
- Getting a job
- Learning something new like painting or cooking
- Moving out
- Meeting new people

Now think about the support you need to do these things.



You can look for a support worker who can teach you things.

This could be things like swimming or cooking.

You can choose someone who like the same things as you.

For example:

- Painting
- Baking
- Sports
- Going to museums

You can have different people that support you with different things.



Think about what type of person you want your support worker to be.

Make a list of things that are important to you.

This could be things like:

- Arrives on time
- Listens to me
- Does not tell people my private information
- Does not do things for me that I can do
- Is not bossy
- Helps me try things I find hard
- Wants to get to know me



Think about people you know already.

Maybe you know someone who has the skills or interests you need.

Ask people if they know someone who can support you.

Other things you can do:

- Look on job websites
- Do an advertisement in a newspaper
- Put a notice on a community board



You need to find out who is right for you.

Find out things like:

- Can they work when you need them to?
- Are they really interested in the job?
- Do you trust them?



Here are some questions you can ask when you meet them.

- Why do you want this job?
- How many hours can you work?
- What do you like about being a support worker?
- What kind of training do you have?
- What kind of training do you need?
- What are your hobbies?



You do not have to choose right away.
You can meet the person again if you
are not sure.



Remember

Be open and honest with your support
worker.

You can choose someone else if it
does not work out.



EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR
GIVE FEEDBACK?



This document is to help you **Complain** or give us **Feedback**.



It is okay to complain if you are not happy. Tell us when you are upset about:

- Your supports
- Workers
- Us (Provider Name)



You can talk to **Terama Industries** on **(02) 4325 7823**.



You can ask someone **you trust** to help you complain.



You can ask an **Advocate** to help you.
An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.
Talk to your support worker who will help you find someone.



We will try to **fix** your problem.
We will **talk** to you about your problem.



Shh!!
We will keep anything you say **private**.



Not Happy?

You can tell:

NDIS Commission

1800 03 55 44 (This is a free call from landlines)

Or online [here](#)



EASY READ INCIDENT

WHAT HAPPENS WHEN THERE IS
AN INCIDENT?



This document is about what happens if there is an **incident**.



What is an **Incident**?

- Any time a provider caused you **harm**.
- Any time a provided could have caused you **harm**.
- When you **hurt** someone else.
- When someone feels that you are going to **hurt** them.
- A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)



We **record** what is said and done during the incident including:

- Description of what happened,
- Who saw the incident,
- When you told the worker,
- Management is told what happened.



You are important to us, so we:

- Provide **support** and assistance
- Make sure you are **safe**
- Look after your health and **wellbeing**

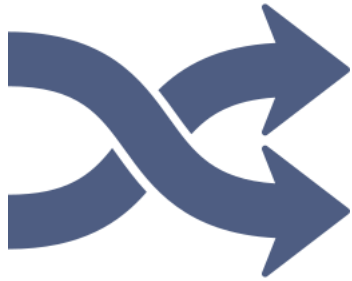


We will listen and talk to you or your advocate about what happened and how to fix it.



You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process.
- Your ideas about any changes that would help in the future



If we make changes to correct what happened, we will

- change our practices
- change our policies and procedures
- train our staff



There are times that we must tell NDIS Commission if there is an incident.



For Example:

If you or any of our participants are **badly hurt** in any way by anyone.

This is called a Critical or Reportable Incident.



What happens if there is a reportable or **critical incident**?

Management will fill out an **Incident Form**.

The Incident Report is sent to NDIS Commission.



EASY READ EMERGENCY MANAGEMENT

THIS DOCUMENT PROVIDES A GUIDE OF
SOME OF THINGS YOU NEED TO THINK
ABOUT IN AN EMERGENCY.



What is an emergency?

There are two (2) types of emergencies that you need to know about.

1. Personal emergencies, for example losing your wallet or keys to your house.
2. Emergency events, for example bad things that happen like fires and floods.



Emergency events are bad things like:

- Fires
- Floods
- Severe storms
- Earthquakes
- Explosions



Sometimes when an emergency happens some other bad things can happen like:

- Your telephone may not work
- You may have no lights in your house
- No clean drinking water



Things we can do to help include make an Emergency Plan. You will need to think about:



- Emergencies that can happen to you
- Ways that you can get out of your home when an emergency happens. For example keeping hallways clear
- Having emergency telephone numbers next to your telephone or saved in your phone.
- Turning off the water, gas and electricity supply to your home
- A safe place that you can go to if an emergency happens
- Insurance cover for your house and the things in your house

Other things you will need to think about are:



- The people that live next door to you. These people are called neighbours. It is a good idea to know your neighbours
- Checking to see if your smoke detectors work
- When you will practice using your emergency plan
- Changing your emergency plan if things change, for example if you move to a new house
- People who can help you in an emergency, for example your friends and family
- The shops that are close to where you live
- Places in your community that you can go to when an emergency happens



It's a good idea to make photocopies of your important documents. Some examples of important documents are:



- Birth certificate
- Driver's licence
- Passport
- Medicare card
- Healthcare card
- Will
- Prescription for medication
- Insurance information
- Financial information like credit cards, bank accounts

Think about who you would like to be your contact person.



- Name of your contact person. Your contact person may be a friend or family member.
- Your contact person will call other people to tell them that you need help or that you are okay
- It is important to tell other people who your contact person is



Make up a Go bag. Examples of things that you can put into your Go bag:

- Bottle of water
- Torch
- Small radio and batteries
- Clothes like a jumper and pants
- Tooth brush and toothpaste
- Toilet paper
- Tissues
- Plastic bag
- Pen and paper
- Medications
- House and car keys
- Mobile phone and charger
- Money and/or debit card





What to do in an emergency. When an emergency happens you should:

- Stay calm
- Listen to the radio
- Call 000 and ask for police, Fire or Ambulance
- Take your Go bag if you leave your house
- Go to an emergency relief centre
- Take your pets with you, including guide or assistance dogs. If you have a dog, you should put a leash on your dog. If you have a cat, put your cat in a cage. If you have a bird, put your bird in a cage. If you have a fish, put your fish in a plastic bag with water



Calling an emergency service. When you call an emergency service the operator will ask you some questions, for example:

- What is the emergency?
- Where is the emergency?
- What is the nearest street corner?
- What happened?



Which emergency service do you need to ask for?

Call the police when:

- Your safety is in danger
- There has been a car accident
- A crime is happening

Call the ambulance when:

- You have severe chest pain
- You have difficulty breathing
- A person is unconscious
- Someone has hurt themselves in a bad way

Call the fire brigade when:

- You see or smell smoke
- Your smoke detector is ringing

Call the State Emergency Services when:

- A tree has fallen down
- There has been damage to the roof of your house
- When there are rising flood waters



Things to do after an emergency. After an emergency you may feel very sad. If you need more help you can call:

- **1300 224 636** or visit the website <https://www.beyondblue.org.au/>



Important Information about you and your home

Home Address

Please write



Street Address _____

Suburb _____ Postcode _____

Telephone _____

Household Members

Please write



Name _____ Adult Child

Medications _____

Allergies

Special Needs _____



Guide Dog, Assistance Dog, Pets

Please write



Name _____ I.D. Number _____

Guide Dog or Assistance Dog Yes No Pet Yes No

Breed _____

Where does the pet live? In the house Outside

Emergency Contacts

Please write



Name _____

Address _____

Contact Number _____

Relationship to Me Family Friend Other _____



EASY READ INFECTION CONTROL

INFECTION CONTROL IS
SOMETHING WE ALL HAVE TO
DO TO KEEP EVERYONE
HEALTHY.



Germs are tiny life forms, so tiny we can't see them without special equipment. Some germs can make you sick.

We are here to help you. If you have a question or are unsure about something, ask our workers.



To stop the spread of germs, you need to keep your hands clean. Our workers will provide help if you need it.

You should wash your hands with soap and water:

- When your hands look dirty
- After using the toilet
- After sneezing, coughing or blowing your nose
- Before and after eating
- After touching cuts, wounds or bandages
- After touching animals



Our workers will also wash their hands at these times.

Follow these steps when washing your hands:

1. Wet your hands with water
2. Put a small amount of soap on your hands
3. Scrub your hands and count to 20
4. Rinse your hands for 10 seconds
5. Dry your hands



If you do not have soap and water, you can also use hand sanitiser. Follow these steps:

1. Put a small amount of hand sanitiser on your hands
2. Rub your hands together
3. Let the sanitiser gel dry (this will take about 1 minute)



Any time you wash your hands, remember to:

- Take off any jewellery
- Wash your palms
- Wash your finger tips
- Wash the top of your hands
- Wash between your fingers
- Wash under your nails



Personal protective equipment (PPE) is clothing and tools used to keep everyone safe from germs. You might see workers wearing PPE such as:

- Face masks
- Gloves, and
- Aprons

Sometimes, you might have to wear PPE too. For example, you might need to wear a face mask if you are sick.

PPE should always fit correctly. Please let us know if your PPE doesn't feel comfortable or not fit well.



Germs can spread when people sneeze or cough.

When you sneeze or cough, cover your mouth with a tissue and throw the tissue away.

If you do not have a tissue, sneeze or cough into your elbow (NOT into your hands).

Wash your hands after coughing or sneezing.



Keeping all areas clean is important for stopping the spread of germs.

Our offices are cleaned often so you can be sure you are safe when visiting us.

If we are helping you in your home, our workers will also clean:

- The kitchen
- The bathroom
- Your bedroom
- Other living spaces



You can indicate your cleaning needs and preferences at any time.

Our workers are trained in providing you with the cleaning help that you need.



EASY READ COVID-19

WHAT IS COVID-19 AND HOW
WILL HELP YOU DURING THIS
COVID-19 PANDEMIC?



COVID-19 (also known as Coronavirus) has spread quickly around the world.

When an illness spreads around the world and affects many people, it is called a **pandemic**.

A virus is an illness that is spread quickly from one person to another.



COVID-19 is a virus and it can spread:

- By touching people that have COVID-19
- When people with COVID-19 cough or sneeze
- By touching any object that have the COVID-19 virus on them



The most common signs of COVID-19 are:

- A fever
- A dry cough
- Tiredness
- Feeling that it is hard to breathe



A person with COVID-19 might have other, less common signs. Some less common signs of COVID-19 are:

- Pain in any part of the body
- Sore throat
- Loss of taste and/or smell
- rashes



Signs of COVID-19 might feel a lot like a cold or a flu.

The only way to know for sure if you have COVID-19 or not is to do a test.



If you think you might have COVID-19 please let us know.



You can help stop the spread of COVID-19 by:

- Cleaning your hands often with soap and water or hand sanitiser
- Covering your mouth with a tissue when you cough or sneeze (for more information see the section on cough etiquette in the Infection Control easy read.
- Not touching your face
- Staying home if you feel sick
- Staying 1.5m apart from people around you, this is called social distancing.



You and your workers might be required to wear a mask.



If you feel uncomfortable with wearing a mask please let us know. We are here to help.



You might need to get a COVID-19 test if:

- You were in the same place as someone with COVID-19
- You have some signs of COVID-19
- You were close to someone that has or might have COVID-19



The test will be done by a health professional (e.g. a doctor).

The health professional will put a small white rod into your nose and throat. Then, they will quickly pull it out again.

In one or two days, we will get the test results.

The test results will show you if you have COVID-19 or not.



If there are many cases of COVID-19 nearby, we might need to go into lockdown.

Lockdown means that:

- You have to stay home as much as possible
- There might be some places where you cannot go
- Many places, such as cafes, might be closed



Lockdowns happen to stop everyone from catching COVID-19.

Everyone has to follow the rules of a lockdown.

This means that there may be times when you cannot do some of the things that you usually like to do, such as visit friends.



Everyone has to follow the rules of a lockdown.

This means that there may be times when you cannot do some of the things that you usually like to do, such as visit friends.



We will always explain the rules of a lockdown to you. We will tell you:

- Why the lockdown is happening
- How long the lockdown is likely to last
- Where you are and are not allowed to go

Even if there is a lockdown you will still get all the help that you need.



Isolation means not leaving your home except in an emergency or to get medical care.

You might have to go into isolation if you have COVID-19.

You might also have to go into isolation if you:

- Were near someone with COVID-19
- Returned from a state/country where there are many cases of COVID-19
- Are experiencing signs of COVID-19



If you are in isolation we will help to make sure that:

- You still get all the help that you need
- You are isolated in a place that is clean and comfortable
- You keep in contact with your family and friends (by using the internet and/or telephone)
- You are able to let us know about how you are feeling
- You can still do things that you enjoy



We understand that isolation can be stressful and make you feel sad.

Please let us know if you feel sad about anything. We are here to help.



If you need more questions about COVID-19 please let us know.

We will always give you the information you need.

You can also get more information from the NDIS.

You can also get more information from the NDIS.

- Calling 1800 800 110
- Sending an email to enquires@ndis.gov.au
- Sending a message using the online webchat feature.

If you need any help with contacting the NDIS, please let us know.