



# PARTICIPANT HANDBOOK

my NDIS, my way



## CONTACT DETAILS

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Address: PO Box 1026,  
Carlton VIC 3053

email: [hello@mycoordinator.me](mailto:hello@mycoordinator.me)

telephone: 0452 50 6926  
0452 50 MYCO

website: [www.mycoordinator.me](http://www.mycoordinator.me)

social: @ MyCoordinatorAU



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## WELCOME

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The founders of My Coordinator wanted to set things up to be truly person-centred, which is why the **My** means **me** and **I** am always at the centre of everything My Coordinator does.

All my documentation is worded from my perspective and it is owned by me.

That's fair, because my NDIS Plan is all about me, not my service providers.

I am at the centre of this service and I will always have a choice in:

- expressing what I want,
- determining how I want to achieve a goal,
- the type of services I want to use,
- which providers to engage
- when and how each service is delivered
- changing or terminating a service

I made a great decision in choosing My Coordinator

**my NDIS, my way.**

## THE NDIS

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The NDIS was formed to provide funding to more than 500,000 Australians living with a permanent and significant disability. It replaced a number of different support programs provided by State and Commonwealth services, ensuring fairer access, and placing the choice and control of funding with the individual instead of the service providers.

The NDIS is the largest and most significant social reform since the introduction of Medicare.

If this is my first plan I might not know a lot about the NDIS or how to use my funding plan but I can be assured that My Coordinator will answer my questions and assist me to navigate the system as we progress through implementing my plan and towards achieving my goals.

Some other resources that will help me are:

- **NDIS website and Participant Portal**

[www.ndis.gov.au](http://www.ndis.gov.au)

*Information about the NDIS and how to use my funding*

- **NDIS Quality and Safeguarding Commission**

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

*The government agency that ensures services meet a set of standards and investigates breaches and complaints*



## MY COORDINATOR

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The idea of My Coordinator was formed in 2019 through conversations with NDIS participants and providers within the community services sector that shared passion for code sign, social justice, and sustainability.

The founders acknowledged the importance of the NDIS but realised that disability services were not aligning with the promise of person-centred choice and control.

Instead, they recognised a need to flip the service delivery model and refocus it purposefully to the participant's viewpoint ... to **MY** perspective.

### BUSINESS OPERATIONS

Business hours are generally from 8am to 6pm, Monday to Friday, closed on public holidays and weekends.

I acknowledge that My Coordinator is not a crisis or emergency service and I may need to leave a message. It is reasonable to expect my messages to be returned by the next business day.

My Coordinator can help me to prepare an emergency plan and engage supports if I am likely to need crisis services.



V I S I O N

People, planet, and prosperity



M I S S I O N

Support the attainment of ordinary lives in extraordinary ways



V A L U E S

think **boldly**  
*speak with compassion*  
act with **integrity**



*YOUR lived experience,  
with OUR knowledge,  
working TOGETHER*



## WORKING TOGETHER

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My Coordinator will assist me to understand my NDIS Plan and how to use the funding. Together we will work towards achieving my goals.

To ensure that My Coordinator understands my support needs I will be asked to provide some personal information to develop and review an agreed plan. This will include:

- a copy of my NDIS Plan,
- details about my preferences, and
- contact details for important people

I don't have to provide this information, but it will assist my service providers to be fully informed and ensure that I receive the most appropriate supports.

Being open and honest ensures that my NDIS plan is implemented in the best way possible to meet my goals.

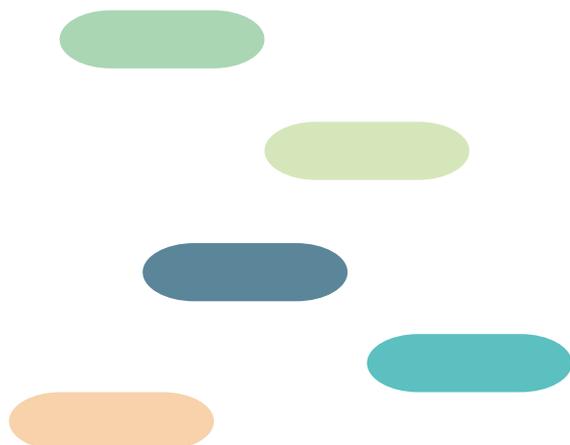
If my goals change then my supports might need to change also. I can request reasonable changes to my service at any time or ask for my **Participant Profile** or other documentation to be updated.

My Coordinator is

about **me**,

for **me**,

and with **me**.



Every facet of My Coordinator's service has been reworked, and reworded, to put me first.

There are some important documents that will help My Coordinator, my other service providers, and my informal supports (family or friends) to assist me to work towards my goals.

- My [Participant Handbook](#) provides important information about the NDIS, this service provider, my rights and responsibilities, and how to provide feedback or resolve issues
- My [NDIS Plan](#) identifies my goals and how much funding I have to engage the services that will assist me.
- My [Participant Profile](#) holds information about me, my preferences, and my support needs.
- My [Service Agreement](#) tells me what services will be delivered, by who, and at what cost
- My [Implementation Plan](#) outlines how I want to use my NDIS plan by assigning strategies and actions to the people best able to help me complete them.
- My [Consent to Share Information](#) gives my provider permission to communicate with specific people and services. It protects my privacy and keeps me in control of my personal information.
- My [Budget Tool](#) gives me an overview of how much each of my supports will cost and I can monitor this during the plan period and make adjustments when needed
- My [Service Provider Reports](#) acknowledge my progress towards my goals and hold my providers accountable for meeting their obligations.

# RIGHTS AND RESPONSIBILITIES

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## MY RIGHTS

I have the same human rights as everyone else. This is governed by a number of legal instruments including:

- Universal Declaration on Human Rights 1948 (United Nations)
- UN Convention on the Rights of Persons with Disabilities 2006
- Human Rights Commission Act 1986 (Australia)
- Disability Discrimination Act 1992 (Australia)
- Charter of Human Rights and Responsibilities Act 2006 (Victoria)
- Disability Act 2006 (Victoria)
- Equal Opportunity Act 2010 (Victoria)

When it comes to my NDIS services I can reasonably expect to be treated equally, fairly, respectfully, and supported to make decisions that are in my best interest and aligned with my own values or needs and wants. Some of my explicit rights include:

- being treated fairly without discrimination
- have services delivered that are safe
- have information presented in an accessible format
- protecting my privacy and confidentiality
- being supported to make my own decisions
- having my complaints addressed appropriately

If I feel that my rights are being infringed I can make a complaint to my service provider. I should raise any problems as soon as possible so that my service providers can address them promptly. This ensures my rights are upheld promptly.

If it is not resolved to my satisfaction I can take it to a regulator or legal authority.

Contact details for lodging complaints are located on page 14 and 15 of this Handbook.

# RIGHTS AND RESPONSIBILITIES

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With every right comes a responsibility.

This means that while I have a right to be respected and treated fairly, I also have a responsibility to respect others and treat them fairly. This includes my service providers.

## MY RESPONSIBILITIES

My service providers enjoy the same rights as me.

I have a responsibility to treat them with the same respect and fairness that I expect to receive.

They deserve courtesy, to maintain their privacy, and to make reasonable choices about how they can best work with me.

If there is a conflict between my rights and the rights of others I can raise this with someone I trust or request an advocate to assist in resolving the issue.

I have a responsibility to inform my service providers of things that will affect my supports, such as changes to my circumstances, needs, or goals. This ensures that service providers can deliver the best supports to meet my needs.

It is also my responsibility to ensure that services are paid after they are delivered. Sometimes that means approving invoices for a Plan Manager to pay, or doing it myself if the funds are self-managed.



# RIGHTS AND RESPONSIBILITIES

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## MY SERVICE PROVIDERS

My service providers, including My Coordinator, are required to work in a way that meets certain standards. These standards help to ensure a quality service as well as the safety of me and others. The standards are governed by the NDIS Quality and Safeguarding Commission and are found in:

### NDIS CODE OF CONDUCT:

The Code of Conduct applies to all service providers, whether registered or not. It also applies to employees of the NDIA and the NDIS Commission.

- act with respect for individual rights to freedom of expression, self-determination, and decision-making
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly raise and act on matters that might impact on the quality and safety of supports provided
- prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take steps to prevent and respond to sexual misconduct.

### NDIS PRACTICE STANDARDS

In addition to the Code of Conduct, The NDIS has developed Practice Standards to build awareness of what quality service provision can be expected from service providers.

Registered Providers undertake an audit for certification against the Practice Standards.

<https://www.ndiscommission.gov.au/providers/ndis-practice-standards>

# MY PRIVACY AND CONFIDENTIALITY

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My Coordinator adheres to national and state laws as well as the NDIS Code of Conduct and Practice Standards in a commitment to respect and protect my privacy and confidentiality.

## WHAT PERSONAL INFORMATION IS COLLECTED?

Personal and sensitive information is only collected with my knowledge and permission through:

- direct conversations with My Coordinator
- documentation that I view and approve
- connecting to My Coordinator website or social media
- third parties that I have consented to share information

## WHY DO THEY NEED MY PERSONAL INFORMATION?

NDIS services are personalised to me, so providers need to know me and my preferences to deliver an appropriate service. Details like my name and birthday help to identify me, while other information, such as my disability or specific support needs, help to ensure that the most appropriate services are delivered.

## HOW DO I KNOW WHAT INFORMATION IS RECORDED?

I can ask for a copy of my personal information and documents to be provided within seven days and I can request corrections or updates to ensure my personal information remains accurate. All records are retained for a minimum of seven years.

## HOW DOES MY INFORMATION GET SHARED?

My Coordinator will only share the information that I have allowed to the individuals and agencies that I approve in the **Consent to Share Information** form, or where required by law, or for audit purposes. I can request to change this approval anytime.

## IS MY INFORMATION PROTECTED?

All my personal information is securely stored in a digital format that meets national government guidelines and international standards. Personal information is never kept in paper copy and any original documents are always shredded after scanning.

# FEEDBACK - COMPLIMENTS AND COMPLAINTS

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My Coordinator welcomes all feedback, whether it is a complaint, a compliment, or a suggestion. It is important to provide feedback because it helps to improve services for me and for others.

All feedback is important;  
that's how we learn, grow,  
and do better.

## HOW TO PROVIDE FEEDBACK

There are no wrong ways to provide feedback, but I should try to raise it with My Coordinator first. I can do this in a way that suits me:

- in person or via a video,
- by calling or sending an SMS to **0452 506 926**,
- through social media - **@MyCoordinatorAU**,
- by email to **hello@mycoordinator.me**,
- in a letter to **PO Box 1026 Carlton VIC 3053**,
- through the feedback form or chat located on the website, **www.mycoordinator.me**

## WHAT IS THE PROCESS?

My Coordinator has a clear policy and procedure for handling all feedback. I can ask for a copy of this document or download it from the My Coordinator website. My Coordinator will:

- investigate any complaint
- keep me informed throughout the process
- act fairly, objectively, and professionally
- provide me with a formal response
- offer assistance to escalate the matter to an independent party, regulatory authority, or advocacy agency

## FEEDBACK - COMPLIMENTS AND COMPLAINTS

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### WHO CAN HELP ME WITH FEEDBACK?

I can ask a family member, a friend, or anyone I trust to assist me with providing feedback. I can also seek assistance from specialist agencies and regulatory bodies. Some sources of assistance are:

#### NDIS QUALITY AND SAFEGUARDING COMMISSION

Phone: 1800 035 544

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

#### NATIONAL DISABILITY INSURANCE AGENCY

Phone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Web: [www.ndis.gov.au](http://www.ndis.gov.au)

#### DISABILITY SERVICES COMMISSIONER

Phone: 1800 677 342

Email: [complaints@odsc.via.gov.au](mailto:complaints@odsc.via.gov.au)

Web: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

#### CONSUMER AFFAIRS

Phone: 1300 55 81 81

Web: [www.consumer.vic.gov.au/contact-us](http://www.consumer.vic.gov.au/contact-us)

#### OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Web: [www.oaic.gov.au](http://www.oaic.gov.au)

#### NATIONAL DISABILITY ADVOCACY PROGRAM

Email: [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Web: [www.disabilityadvocacyfinder.dss.gov.au](http://www.disabilityadvocacyfinder.dss.gov.au)

