**[ Transcript - Participant Service Charter and Participant Service Improvement Plan ]**

*( describer ) Narration with animated figures and titles on screen*

***( Title on screen ) The NDIS Participant Service Charter and Participant Service Improvement Plan***

Making sure the NDIS works for participants is our number one priority.

We've been listening to participants, their families and carers, providers and the disability community about how we can do better, and we are determined to get it right.

That's why we've introduced:

* A new Participant Service Charter - how we will better serve you.
* Participant Service Guarantee - the timeframes we will meet.
* And the Participant Service Improvement Plan - the changes we are going to make.

This video explains how they work together to make a better NDIS for you.

***( Title on screen ) The Participant Service Charter:***

The Participant Service Charter sets out our commitment to participants.

The Service Charter makes sure that you receive a service that is:

* transparent - which means we make it easy to access and understand our information and decisions.
* Responsive - which means we will respond to individual needs and circumstances.
* Respectful - which means we will recognise your individual experience and acknowledge you are an expert in your own life.
* Empowering - which means we make it easy to access information and be supported by the NDIS to lead your life.
* And Connected - which means you can access the services and supports you need.

The Participant Service Charter also tells you how you can contact us, make a complaint or provide feedback, and your rights if you do not agree with a decision we've made.

***( Title on screen ) Participant Service Guarantee:***

The Participant Service Charter includes new timeframes for NDIS processes called the Participant Service Guarantee.

These are timeframes for the NDIA to make decisions about access, plan approval, plan reviews and nominee changes.

These clear timeframes will make it easier for participants to understand when they will hear back from us, how long we have to make decisions and how long participants have to provide us with the information we need.

***( Title on screen ) Participant Service Improvement Plan:***

The Participant Service Improvement Plan sets out what we are going to do over the next two years.

The Plan responds to recommendations, suggestions and feedback we have received from you.

It's more than just a list of what we want to do.

It explains the practical changes we're making so that the NDIS works better for everyone and lives up to your expectations.

We won't deliver these improvements all at once.

We will gradually make improvements to the Scheme and we'll tell you when we have made these changes.

We will work with the community and sector to meet our commitments and we'll be honest about our progress.

We will talk about the challenges we face and ask for feedback and advice about how to overcome them.

For more information on the Participant Service Charter, Participant Service Guarantee and the Participant Service Improvement Plan visit **www.ndis.gov.au/servicecharter**