On this page:

Know your provider uses quality practices
Who to contact if you have questions, concerns or to make a complaint

Know your provider uses quality practices

If your child has NDIS funding for early childhood intervention, therapy supports or behaviour support, you want to know your provider uses quality practices.

We partnered with the NDIS Quality and Safeguards Commission to develop a guide to explain what quality practices do and don’t look like and help you choose the right provider for you and your child.

We detail how a provider must:

- put the safety and wellbeing of your child at the centre of what they do
- offer quality service that represents best practice
- focus on positive outcomes for your child and family
- meet your needs and expectations
- promote inclusion and social participation
- make sure their support improves the quality of life for your child and family.

In the guide, we cover topics with examples in the following areas:

- Decision-making: providers must respect your child’s rights to freedom of expression, self-determination and decision-making.
- Privacy and dignity: providers must respect your child’s right to privacy and protect their dignity.
- Safety checks: providers must offer services to NDIS participants in a safe manner with care and skill.
- Competent and professional services: providers must offer supports to NDIS participants in a competent manner with care and skill.
- Early childhood supports providers must offer high-quality and safe supports to NDIS participants.
- Specialist behaviour support: providers must offer positive behaviour support appropriate to a child’s needs, use evidence-informed practices, and follow state and territory laws.
- Integrity, honesty and transparency: providers must act with honesty and transparency and do the right thing.

We also offer the following:

- Questions you can ask when choosing a provider for your child.
- Your options if you want to make a complaint.

Download the guide:

- Quality support for children (PDF 360KB)
- Quality support for children (DOCX 305KB)
- Quality support for children - Easy read (PDF 8.7MB)
- Quality support for children - Easy read (DOCX 57KB)

Who to contact if you have questions, concerns or to make a complaint

Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur. You have the right to:

- ask questions
- seek explanations
- make a complaint.

Speaking up can help improve services for your child and other people.

If you have questions or concerns about your child's current NDIS support, you can talk to any of the following.

Your provider

Sometimes talking to your provider can resolve your questions or concerns.

If you don't get your desired response or things go wrong, you can also make a complaint directly with them.

It is their responsibility to help you feel safe to ask questions or make a complaint without fear of retribution of loss of services.

The NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

They can take complaints or questions from anyone about:

- NDIS services or supports not provided in a safe and respectful way
- NDIS services and supports not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about service provided to an NDIS participant.

You can make a complaint to the NDIS Commission or ask questions by:

- completing a complaint form
- calling 1800 035 544

For more information, visit the NDIS Commission website .

The Australian Health Practitioner Regulation Agency (AHPRA)

AHPRA ensures Australia's registered health practitioners are suitably trained, qualified and safe to practice.

They can look into safety concerns raised about registered health professionals, students and unregistered people claiming to be health professionals.

You can contact AHPRA by:

- calling 1300 419 495
- submitting an online enquiry

For more information, visit AHPRA website .

Your my NDIS contact

These contact details can be found on your child's NDIS plan.

An advocate

Advocacy support is for people with disability who face complex challenges.

Family members or carers acting on behalf of people with disability may be able to seek disability advocacy support, as long as there is no conflict of interest.

If you are unable to act, speak or write about a difficult situation on your own, or don't have a support network to help you, then disability advocacy may be an option.

Find an advocate in your area by:

- visiting the Disability Advocacy Finder
- contacting the Disability Gateway on 1800 643 787
- searching 'advocates' at the Disability Gateway .

Further assistance

If you need information in a language other than English, contact the Translating and Interpreting Service:

- on the TIS National website
- by phone for free on 131 450.
- If you are deaf or hard of hearing, contact:
  - TTY on 1800 555 677
  - National Relay Service on 1800 555 727.

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