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What consumer rights are

Australian Consumer Law gives you automatic rights every time you buy an item or a service for personal use. Consumer rights can help you make sure you get what you paid for. This includes when you buy, lease or hire anything with your NDIS funds.

What consumer rights are for

Your rights under Australian Consumer Law mean you can:

- ask for what you want
- ask as many questions as you like
- ask for a better price
- take your time when making a decision
- be treated fairly
- be given all the important, correct information about the product or service
- say no, as you don’t have to agree to buy anything or sign a contract
- speak up if things go wrong.

You can ask for a product, like your assistive technology, to be fixed, replaced or to get your money back if something is wrong with it.

Australian Consumer Law applies when you have a contract or service agreement for things like NDIS supports, home modifications or specialist disability accommodation.

These rights aren’t always in place when you buy privately

You may not be covered under Australian Consumer Law if you choose to buy something privately, such as buying from a friend or a garage sale.

Tip: What if the warranty period is over?

You still have legal rights even after the manufacturer's or supplier's warranty has expired.

What using your consumer rights is like

When you sign a contract or service agreement with a provider, they're agreeing to do certain things for you. But you're also agreeing to do certain things for them. This includes paying for your NDIS supports at the agreed price and on-time.

Keep all your paperwork

You may be asked for proof of purchase if you make a complaint about something you paid for. Proof of purchase can be a receipt, or a bank or credit card statement. You have the right to ask for a receipt for anything you buy or pay for.

Keep a copy of the receipts, warranties and anything you sign whenever you buy something. Make sure you keep any paperwork in a safe place where you can find it again.

Who to speak to when something goes wrong

Speak to the provider

You can speak about your consumer rights with your provider.

Speak to the NDIS Quality and Safeguards Commission

If you don't feel safe with your provider, or if you're not happy with the quality of services your provider gives you, it's okay to speak up. You can contact the NDIS Quality and Safeguards Commission on 1800 035 544.

Resources that can help

The Australian Competition and Consumer Commission (ACCC) has a range of resources to help you in understanding your consumer rights.

Visit the ACCC website

Information published by the ACCC that might be relevant to you:

- Your rights when you buy something
- Information for consumers with disability
- Guide for businesses selling to and supplying consumers with disability
- Consumer rights and guarantees
- Warranties
- Repair, replace, refund

Related information

What is a service agreement

What are your responsibilities

How to take steps when something is wrong

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