On this page:

What your responsibilities are
What your responsibilities are for
What your responsibilities are like

What your responsibilities are

You're responsible for making sure the supports you buy with your NDIS funds are:

- NDIS supports
- directly related to your disability and in line with your plan
- not covered or delivered by another service system or organisation, for example Medicare or a private health insurer.

What your responsibilities are for

It's important to know your responsibilities so you can do the right thing. This means following the rules and standards of the NDIS and Australian laws.

Knowing your responsibilities helps you use your plan in line with the NDIS rules and regulations. It also helps you protect yourself and your NDIS funding.

Your responsibilities include:

- understanding your NDIS plan
- keeping good records
- letting us know if your situation changes
- talking with your providers
- letting us know if something goes wrong.

What your responsibilities are like

Understand your NDIS plan and supports

You'll receive a plan including funding for NDIS supports when you access the NDIS.

You can only use the funding in your plan for items that are:

- NDIS supports
- related to your disability
- in line with your plan.

It’s your responsibility to understand what supports can and can’t be funded by the NDIS.

These are outlined in the NDIS supports lists.

Understand your responsibilities when you self-manage your NDIS funding

It’s important to know your rights and responsibilities when you buy supports with your NDIS funding. This includes when you self-manage your NDIS funding.

You have the right to:

- choose who delivers your supports and how they do this
- pay for supports at a fair and reasonable rate
- ask if a provider has a conflict of interest
- not feel pressured to buy services or supports you don’t want or need
- decide what personal information you give to a provider so they can deliver supports.

You have rights under the Australian Consumer Law every time you buy an item or service. Consumer rights can help make sure you get what you paid for.

Keep good records

It’s your responsibility to keep records like proof of purchase for supports. This can be a receipt, a bank statement or credit card statement.

You must keep a copy of the receipts, warranties and anything you sign whenever you buy something. You can keep a hard copy or digital versions of your records.

Let us know if your situation changes

You need to let us know if something changes in your life so we can make sure your plan still works for you.

Changes may include:

- your contact details like your address or phone number
- moving out of residential accommodation

- changes to your disability
- changes to your support network
- changes to your name, pronouns or information about your gender
- that you're going overseas for more than 6 weeks
- that you've received compensation.

Learn how to tell us about a change of situation.

Have conversations with your providers

When you choose your providers, you can choose:

- how you want to communicate
- what you want to ask about
- when you want to meet with them.

You can ask someone you trust to help you communicate with your provider and to be there any time you contact your provider. This could be a friend, family member or support person.

You might talk about your goals, how their services can help you work towards your goals and who'll support you.

You need to agree on:

- how much their service costs
- how you will pay them
- if you can use your plan to pay for their service.

You can ask your provider to explain things you don't understand. For example, a document like a service agreement.

Your provider might ask personal questions to help them deliver their service. You can ask them to explain if you don't know why they need to know something.

Let us know if you need help

We're here to help you understand your responsibilities and do the right thing.

Your my NDIS contact can answer questions and provide advice to help you do the right thing.

We can also help you if something is wrong.

You can get in touch with us if you need more information or support.

Call us

Call us on 1800 800 110.

Use our service hub

Submit an enquiry through our service hub .

Speak to us in person

Talk to your my NDIS contact or visit your local office in person.

Contact the NDIS Commission if you have concerns

Contact the NDIS Quality and Safeguards Commission if you don’t like how your provider is treating you, you don't feel safe or you think something is wrong.

You can contact the NDIS Commission by:

- phoning 1800 035 544
- making a complaint on their website .

Please call triple zero (000) if you’re in immediate danger or a life-threatening emergency.

Related information

What are your consumer rights

How to protect your NDIS plan

What are NDIS supports

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