



**True  
Potential**  
Empowering Every Journey


**NDIS Participant**  
**Handbook**  
***Easy to Read***  
*(Version 1 01/2026)*


**Welcome to TRUE POTENTIAL!!**


We are excited to support you on your journey towards greater independence and skills development. This handbook will help you understand our services, your rights, and how we work together to achieve your goals. If you have any questions, our friendly team is always here to assist you.


## About Us


At TRUE POTENTIAL DISABILITY we are a registered NDIS provider and offer the following:

 **Support Coordination** – Helping you navigate and maximize your NDIS plan by connecting you with the right supports.

 **Support Worker for Social & Community Participation** – Assisting you in engaging with your community, joining social activities, and building meaningful relationships.


 **Respite Care** – Short-term support to give you and your carers a break, helping you refresh and recharge.

 **Skills Development** – Helping you learn new skills for everyday life, work, and independent living.

 **Training Services** – Specialized programs designed to enhance your confidence and abilities in different areas.

## Our Values

 **Respect** – We treat everyone with dignity and kindness.

 **Growth** – We help you build skills and confidence to achieve your goals.

 **Inclusivity** – We celebrate diversity and ensure accessibility for all.


 **Integrity** – We act honestly and transparently in all our services.


 **Empowerment** – We provide opportunities for personal and professional growth.

## Your Rights


 **Respect & Dignity** – You have the right to be treated with kindness, fairness, and respect at all times.

 **Choice & Control** – You can make informed decisions about your care and the services you receive.

 **High-Quality Support** – You deserve safe, effective, and professional support that meets your individual needs.

 **Privacy & Confidentiality** – Your personal information is protected and will not be shared without your consent.


 **Inclusive Services** – You have the right to services that are culturally appropriate and accessible.


 **Speak Up** – You can share your thoughts, make complaints, or give feedback without fear of negative consequences.


## **Your Responsibilities**

To make the most of our services, you should:

 Treat staff and other participants with kindness and respect.

 Clearly communicate your needs, preferences, and feedback.


 Inform us as early as possible if you cannot attend an appointment.

 Participate in planning your services and let us know if your needs change.

 Engage positively in services to achieve your goals.

## **Advocacy Support**

### **Need Help Understanding Your Rights?**

 If you ever feel unsure about your rights or need assistance in making decisions, an **advocate** can help!

#### **What Advocates Do:**

✓ Make sure your voice is heard.

✓ Help you understand your options.

✓ Support you in making informed choices.

✓ Stand by you when dealing with service providers.

#### **How to Find an Advocate?**


We can help connect you with advocacy services if needed. Just ask one of our team members for support!


## **How to Give Feedback or Make a Complaint**

Your opinion matters! If you have feedback or a concern:


 Talk to a staff member – we're here to listen and help.

 Call our office for assistance and advice.

 Email us with your complaint or suggestion – all feedback is welcome.

 Contact the NDIS Commission if you feel your concerns are not addressed.





## Participant Safety and Privacy

 **Your Safety is Our Priority** - We follow strict guidelines to always keep you safe.

 **Your Privacy is Important** - Your personal information is private and protected.

 **Need Help?** - If you ever feel unsafe, tell a staff member immediately – we are here to support you.

## How We Keep You Safe


-  Regular safety checks in all environments.
-  Staff trained to handle emergencies and provide assistance.
-  A welcoming and inclusive space for everyone.
-  Strict guidelines to prevent abuse, neglect, and harm.


## Helpful Contact Details

- **NDIS Contact Information**  
**General Enquiries:**  
Phone: 1800 800 110  
Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)  
Website: [www.ndis.gov.au](http://www.ndis.gov.au)
- **NDIS Complaints & Feedback:**  
Phone: 1800 800 110  
Email: [complaints@ndis.gov.au](mailto:complaints@ndis.gov.au)
- **Mental Health Support:**
  - **Lifeline:** 13 11 14 (24/7 crisis support)
  - **Beyond Blue:** 1300 22 4636
  - **Mind Australia:** 1300 286 463


**For any questions, support, or concerns, reach out to us:**

**TRUE POTENTIAL**

 **Phone:** 0458 644 075

 **Email:** [enquiries@truepotential-wa.com.au](mailto:enquiries@truepotential-wa.com.au)

 **Address:** PERTH WA 6000

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