



**True
Potential**
Empowering Every Journey

NDIS Participant Handbook

(Version 1 01/2026)

Welcome to TRUE POTENTIAL DISABILITY

At TRUE POTENTIAL DISABILITY, we are committed to providing high-quality support services tailored to your needs under the National Disability Insurance Scheme (NDIS).

Our goal is to empower you to live your best life by providing personalised care and assistance.

This handbook is designed to provide you with a comprehensive guide to our services, policies, and expectations, helping you to navigate the NDIS with ease.

About This Handbook

This handbook provides important information about our services, policies, and your rights and responsibilities as an NDIS participant.

Please read it carefully and keep it for future reference.

How to Use This Handbook

- Refer to specific sections for detailed information.
- Contact us if you need clarification or additional assistance.
- Keep this handbook accessible for future reference.

Our Services

We offer a range of NDIS services, including but not limited to:

Community Access

- Support to participate in social and community activities.
- Assistance with attending events, recreational activities, and cultural experiences.

Support Coordination

- Helping you navigate the NDIS and connect with providers.
- Assisting with plan implementation and goal setting.

Respite Care

- Short-term care to provide relief for families and carers.
- Flexible support options, including overnight and emergency respite.

Transport Assistance

- Support with travel to and from medical appointments, work, and social events.
- Assistance with developing independent travel skills.

NDIS Plan Management Options

Self-Managed

- Full control over your funding.
- Choose and pay service providers directly.
- Requires record-keeping and financial management.

Plan-Managed

- A registered Plan Manager handles invoices and financial administration.
- More flexibility than Agency-Managed but with less administrative burden.

Agency-Managed

- The NDIA pays providers directly.
- Limited to NDIS-registered providers.

Your Rights and Responsibilities

Your Rights

As an NDIS participant, you have the right to:

- Be treated with dignity, respect, and fairness.
- Receive high-quality services that meet your individual needs.
- Participate in decisions about your care and support.
- Access services that are safe, inclusive, and culturally appropriate.
- Make complaints and provide feedback without fear of negative consequences.
- Have your personal information kept private and confidential.

Your Responsibilities

To ensure we provide the best possible service, we ask that you:

- Treat staff and other participants with respect.
- Provide accurate and up-to-date information about your needs.
- Inform us of any changes to your circumstances or support requirements.
- Give feedback to help us improve our services.
- Abide by any agreements made regarding your support services.

Participant Safety and Well-Being

We adhere to strict safety policies, including:

- Staff training on risk management.
- Emergency procedures.
- Incident reporting and management.

Cultural and Linguistic Diversity Support

- Services tailored to individuals from diverse backgrounds.
- Translators and culturally sensitive support can be made available.

Disability Advocacy Services

- Helping with finding a suitable advocate to assist you with your rights and resolving disputes.
- Support groups and peer mentoring.

Frequently Asked Questions (FAQ)

1. How do I change my service provider?

You can change providers by notifying your current provider in writing and ensuring you comply with the notice period stated in your Service Agreement.

2. Can I manage my NDIS funds independently?

Yes, participants can choose to self-manage their funds, use a plan manager, or have the NDIS manage their funding.

3. What happens if my needs change?

If your needs change, you can request a plan review through the NDIS to reassess your funding and support.

4. How do I make a complaint?

Complaints can be made directly to TRUE POTENTIAL DISABILITY or through the NDIS Quality and Safeguards Commission.

Glossary of Terms

Key NDIS Terms You Should Know

- **NDIA:** National Disability Insurance Agency – the body responsible for implementing the NDIS.
- **LAC:** Local Area Coordinators – help connect you with services.
- **Planner:** The person who develops your NDIS plan.
- **Support Coordination:** Helps you navigate and implement your plan.

Additional Resources for Participants

- **NDIS Website:** Official source of information and resources. www.ndis.gov.au
- **Disability Advocacy Services:** Provides support and legal assistance to people with disabilities.
 - **Advocacy for Inclusion:** www.advocacyforinclusion.org
- **Mental Health Support:**
 - **Lifeline:** 13 11 14 (24/7 crisis support)
 - **Beyond Blue:** 1300 22 4636
 - **Mind Australia:** 1300 286 463

Helpful Contacts

NDIS Contact Information

- **General Inquiries:**
Phone: 1800 800 110
Email: enquiries@ndis.gov.au
Website: www.ndis.gov.au

Local Area Coordinators (LAC) Contact

LACs help you with your NDIS plan and connection to services.

Find the LAC in your area through the NDIS website or by calling 1800 800 110.

Disability Advocacy

- **Disability Advocacy Network Australia (DANA):** www.dana.org.au

NDIS Complaints & Feedback

- **Complaints:**
Phone: 1800 800 110
Email: complaints@ndis.gov.au

Contact Us

TRUE POTENTIAL DISABILITY

Phone: 0458 644 075

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We look forward to supporting you on your NDIS journey!