

This fact sheet sets out your rights, responsibilities and key information about how MS Queensland delivers services under the National Disability Insurance Scheme (NDIS). It complements your Master Service Agreement and Schedules of Service.

1. Your rights

You have the right to:

- Be treated with dignity, respect and fairness at all times.
- Make your own decisions about your supports and the way they are delivered.
- Receive services that are safe, respectful, inclusive and culturally appropriate.
- Have your personal information kept private and handled lawfully.
- Access an advocate or support person whenever you choose.
- Receive clear information that supports your decision-making.
- Live free from abuse, neglect, violence, exploitation and discrimination.
- Provide feedback or make a complaint without negative consequences.

2. Your responsibilities

You are responsible for:

- Treating staff, other customers and visitors with courtesy and respect.
- Behaving in a way that does not harm, threaten or disadvantage others, including ensuring visitors behave safely.
- Following agreed safety instructions, including manual handling directions.
- Providing accurate, up-to-date information relevant to your support needs.
- Maintaining tenancy and property obligations where applicable.
- Managing pets so they do not interfere with or endanger staff, customers or visitors.
- Informing staff if you intend to record any interaction and seeking consent before sharing recordings.
- Not engaging or attempting to engage MS Queensland staff directly as private workers.

3. Staff capability and safety

MS Queensland staff are trained, qualified and supervised to deliver services professionally and competently. All workers hold the required clearances (e.g. NDIS Worker Screening, Blue Cards where relevant, and professional registrations).

To keep staff safe, customers and visitors are expected to:

- behave respectfully and appropriately;
- ensure the environment is safe and free from hazards (including managing pets appropriately as above);
- follow safety and manual-handling directions; and
- avoid behaviour that could cause harm, intimidation or distress.

Psychological safety is essential. MS Queensland does not tolerate racism, sexism, ageism, discrimination, harassment, verbal abuse or any behaviour that undermines the wellbeing of staff or other customers. Such behaviour may result in supports being reviewed, modified, suspended or withdrawn in line with our duty of care and the NDIS Code of Conduct.

4. Privacy, information handling and consent

Personal and health information is collected for the purpose of providing safe, effective supports.

This includes:

- the information needed to plan, deliver and monitor your supports; and
- information shared with other providers, medical professionals or agencies where required for your care or safety, or by law.

You may:

- access your personal information;
- request corrections to your information; and
- give or withdraw consent for information sharing, except where disclosure is legally required.

All information is stored securely and managed in line with the Privacy Act and NDIS Practice Standards.

Please refer to our Privacy Policy: <https://msqld.org.au/privacy-policy/>

5. Your Service Agreement and Schedules of Service

All NDIS supports delivered by MS Queensland are governed by two documents.

Master Service Agreement (MSA)

The MSA sets out:

- terms and conditions for all MS Queensland services;
- fees, billing and cancellation rules;
- customer and provider responsibilities;
- safety, privacy and communication requirements; and
- how services may be varied, paused or ended.

Schedule of Service (SOS)

MS Queensland provides a range of different services, and each service has its own requirements, processes and pricing. To make this clear and transparent, you will receive a separate SOS for every service you choose. Each SOS sets out:

- the specific supports included;
- how, where and when those supports are delivered;
- any limits or exclusions that apply; and
- service-specific expectations and procedures.

Please review these documents at your own pace and request clarification if you are unsure, prior to signing.

6. Access to supports, planning and support delivery

You receive information about your supports throughout your engagement with MS Queensland. This occurs at the following stages:

1. When you first contact us

You will be informed about the services we offer, eligibility requirements, and any information we need from you to understand your needs.

2. Before any service begins

You will receive:

- a **Master Service Agreement**, which sets out the overall terms and conditions; and
- a **Schedule of Service** for each service you choose, detailing what is included, how and where supports are delivered, and any limits or requirements.

3. During your intake and service planning discussions

A staff member will talk with you about:

- your goals and preferences;
- how supports will be set up;
- any safety or risk considerations;
- responsibilities of all parties; and
- how you can request changes.

4. During service delivery

Information about how your supports are progressing is provided through normal contact with your workers, appointment discussions, regular reviews and follow-up communication.

5. When your supports need to change

If supports require adjustment—because your needs change, your NDIS plan changes, or MSQ reviews your services—we will explain the options available and update your Schedule of Service where required.

6. When transitioning or ending services

You will receive information about:

- how transitions are arranged;
- how your records or handover information can be shared (with your consent); and
- what steps are required to end services safely and smoothly.

7. When safety, risk or emergencies arise

You will receive timely and relevant communication if:

- a risk affects your service delivery;
- an incident occurs that relates to your supports; or
- emergency or disaster conditions change how supports can be delivered.

7. Conflicts of interest (COI)

You have the right to:

- choose any provider at any time for any part of your NDIS plan;
- decline any MS Queensland service without impacting access to others; and
- receive impartial and unbiased information about providers and options.

MS Queensland:

- identifies and manages actual, potential or perceived conflicts of interest;
- declares situations where MS Queensland delivers multiple services to you;
- offers external provider options on request; and
- ensures Support Coordination is delivered independently of other supports.

Concerns about COI may be raised through any of our feedback pathways, including anonymous reporting.

8. Risk identification, safety and incident management

Safety is supported by:

- identifying risks related to your health, environment, behaviour or circumstances;
- responding quickly to concerns that may affect your wellbeing;
- recording and managing incidents in accordance with the NDIS Practice Standards;
- reporting serious incidents to the NDIS Quality and Safeguards Commission when required under the NDIS Reportable Incidents Rules; and
- supporting you to report hazards, risks or unsafe situations.

You may remove yourself from any situation where you feel unsafe.

8.1 Emergency and disaster situations

During emergencies or disruptions (e.g. natural disasters, severe weather or public health issues):

- supports may temporarily change based on safety and operational conditions;
- communication is provided through agreed channels to keep you informed;
- essential needs and risk mitigation are prioritised; and
- continuity planning guides how services are delivered or adjusted.

9. Documentation and records

Records of your supports are maintained to:

- ensure safe, accurate and consistent service delivery;
- support communication with other providers where required for your care or safety; and
- meet legal, safeguarding and quality obligations.

All records are stored securely in accordance with the NDIS Practice Standards, the Privacy Act and MS Queensland policies.

You may request access to your records at any time.

Requests can be made by:

- emailing msqldfeedback@msqld.org.au; or
- writing to **“The Privacy Officer”, Locked Bag 7, Milton QLD 4064.**

Your request will be reviewed in line with privacy, safety and legal requirements, and you will be advised of any steps required to provide the information safely and appropriately.

10. Costs, billing and cancellations

Service costs follow the NDIS Pricing Arrangements and Price Limits. Your Master Service Agreement and Schedules of Service explain:

- the fees for each service;
- any travel and non-face-to-face (non-direct) supports that may be billed;
- cancellation notice periods and when cancellation fees may be charged; and
- any additional costs not covered by NDIS funding (e.g. meals, tickets, personal expenses), which are paid by you.

Invoices may be paid by the NDIA, a plan manager, another organisation or directly by you, depending on how your plan is managed. You remain personally responsible for payment of all services provided.

11. Feedback, compliments and complaints

Feedback, compliments and complaints may be made at any time by:

- phoning MS Queensland on 07 3840 0888;
- phoning NeuroAssist on 1800 177 591;
- emailing msqldfeedback@msqld.org.au; or
- writing to “Feedback”, Locked Bag 7, Milton QLD 4064.

You may also make an anonymous report to Stopline, MS Queensland’s independent whistleblowing service:

- msqld.stoplinereport.com
- 1300 30 45 50

NDIS customers may also contact the NDIS Quality and Safeguards Commission at 1800 035 544 or via the website.



Complaints do not affect access to services or supports.

12. Advocacy and independent support

Independent advocacy can help you understand your rights, express your views and make decisions about your supports. Disability advocacy organisations are available across Queensland and nationally. You may seek independent advocacy at any time, including when you are making or escalating a complaint.