

Consumer Law and THE NDIS

A quick guide to consumer and debt issues for financial counsellors and disability support workers

Are your clients experiencing problems with the goods and services they are receiving as part of their NDIS plan?

Have your clients incurred a debt because their plan was overspent or they were overcharged for NDIS services?

There are certain consumer law protections that could help your client. These come from a piece of legislation called the **Australian Consumer Law**. This applies across Australia.

If your client has any of the issues below, call our worker advice line to find out about possible legal options. We can provide information to help you support your client.

NDIS funded goods or services



Did your client use NDIS funds to pay for products that didn't work or weren't what they expected?

E.g. A wheelchair that didn't meet their needs or services that weren't appropriate or were poor quality.

NDIS service agreements



Has your client signed a service agreement that included unfair terms or requirements, or had problems with cancelling a service agreement?

NDIS related debt



Is your client being chased for debt for goods/services they thought were covered by their NDIS plan? Are they being pursued by debt collectors?

NDIS complaints



Have you tried to complain about these issues? Did you get a timely response? A fair outcome?