



Participant & Provider's Responsibilities

M&M Support Solutions Responsibility:

- Achieve your Goals and Aspirations as outlined in your NDIS Plan
- Promote participation and inclusion for Individual Choice and Control
- Receive private and confidential services
- Review the support given to you on an agreed time frame
- Communicate openly and honestly in a timely manner
- Treat you with courtesy and respect
- Keep clear records on services provided to you
- Consult with you on outcomes
- Listen to your feedback and resolve any issues raised in a timely manner
- Provide you with advice on any changes of appointments as soon as they become known to us
- Keep personal information private and confidential
- Ensure there is no conflict of interest (COI) and inform you if there is any potential COI
- Provide services consistent with all relevant laws. This includes the National Disability Insurance Scheme Act 2013 and the Australian Consumer Law.

Participants Responsibilities:

- Inform M&M Support Solutions how they wish supports to be delivered
- Be actively involved with decision making
- Be courteous and respectful
- Raise any concerns about supports and processes being provided
- Provide maximum amount of time to change meetings if you are unable to attend
- Inform us if your NDIS plan is suspended or replaced by a new NDIS plan or if you are no longer eligible for an NDIS plan
- Provide enough information for our team to help us better meet your needs; and develop, deliver and review your plan
- Talk to M&M Support Solutions if have any concerns about supports being provided