

# NDIS Practice Standards



Together with the NDIS Code of Conduct, the NDIS Practice Standards set out your rights and Marriott's responsibilities to provide supports and services to you.

The NDIS Practice Standards that Marriott must comply with include:

1. **Your rights and our responsibilities** – we are person-centred, respecting you and your right to privacy, dignity, independence and choice.
2. **How we manage our services** – our quality systems help us manage risk, respond to incidents and seek your feedback, so we keep improving.
3. **How we deliver supports** – you make decisions about your supports based on your interests, strengths and needs.
4. **The environment in which supports are delivered** - we provide a safe and secure place at all times.

NDIS Practice Standards set out your rights and Marriott's responsibilities



## Things for you to know

- **Feedback and Complaints** - we want to make our services better. You can tell us what you think about the service you receive. We respond to all complaints fairly and confidentially.
- **Your Rights** - you have the right to be safe, treated with respect and have choice and control of your life.
- **Advocacy** – it's OK to speak up to protect, support and keep your human rights.
- **NDIS Code of Conduct** - says all NDIS workers must be honest, fair, respectful and helpful.
- **Incidents** - when an incident happens, we act quickly. We want to learn how we can improve.
- **Worker Screening** - our workers are checked, qualified and trained to make sure services are good and safe.



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