Resolving Disputes Checklist for Participants and Providers

Step 1: Raise the concern early, communication is key

- ☐ Discuss the concern as soon as possible
- ☐ Clearly explain what support, invoice, or charge is being disputed
- ☐ Keep communication respectful, clear, and factual

Step 2: Review the service agreement

- ☐ Review the service agreement or written arrangements
- ☐ Confirm what supports were agreed to
- ☐ Check pricing, cancellation terms, and responsibilities

Step 3: Review records and information

- ☐ Review invoices, rosters, timesheets, or attendance records
- ☐ Review emails, messages, or support notes where relevant
- ☐ Confirm what supports were delivered and when

Step 4: Clarify any misunderstandings

- ☐ Discuss any concerns or misunderstandings directly
- ☐ Ask questions if information is unclear
- ☐ Consider whether a reasonable resolution can be reached

Step 5: Escalate the matter if needed

If the matter cannot be resolved directly, consider:

- ☐ Following the provider's complaints process
- ☐ Seeking advocacy or support person assistance
- ☐ Using mediation or independent dispute resolution
- ☐ Contacting the NDIS Quality and Safeguards Commission where appropriate
- ☐ Seeking legal or tribunal processes if necessary

Step 6: Keep Records

- ☐ Keep copies of invoices, agreements, and communications
- ☐ Confirm agreed outcomes or payment arrangements in writing
- ☐ Retain records of actions taken to resolve the dispute