



Action Echo

May 2019

We are nearly halfway through the year!

Time flies and we are nearly halfway through the year. Soon we will be talking about Christmas!!

Please remember to submit leave forms if you are requesting time off. Without this form we cannot process your application.

Just remember that your second NDIS planning meeting is just as important as your first and it pays to be prepared! You are still more than welcome to have your planning meeting at Product Action if you wish. Feel free to talk to Kate if you have any questions.

Farewell to Kelly and Justin

Product Action would like to thank Kelly and Justin for the contribution that they have made to Product Action in the past. Kelly has relocated to sunny Victor Harbor as his wife was successful in gaining a new job. Justin's contract had come to an end. Product Action would like to wish Kelly and Justin all the best in their future roles.

NDIS Practice Standards

The NDIS requires all registered providers to be audited against the NDIS Practice Standards .

Product Action has recently completed the Stage one Audit with BSI group auditors.

Stage two is to be completed on the 21st of August 2019.

NDIS GOALS

When planning for your NDIS meeting you will need SMART Goals. It is important that you spend some time really thinking about what it is you would like to achieve.

S—Specific

M—Measurable

A—Achievable

R—Relevant

T—Timely

Ask us for support if you would like help with setting goals that are suited to your needs.

How to contact the NDIS Commission

If you have a question or want to know more:

Phone 1800 035 544 (free call from landlines)

Text Telephone TTY 133 677

Translating and Interpreting Service 131 450

National Relay Service (<https://internet-relay.nrscall.gov.au/>) and
ask for 1800 035 544

Submit the Online Complaint Contact Form

<https://www.ndiscommission.gov.au/participants/complaints>

Mail: PO Box 210, Penrith NSW 2750.

Supported Employee Representative

Don't forget that Richard Wall is here to support you in your role at Product Action. Please speak to him if you would like to talk about things that are important to you. Richard is here to help !!

Where to go if you are not happy with the support you are receiving

"I'm not happy with an NDIS funded service"

The NDIS Commission

Call 1800 035 544

Visit www.ndiscommission.gov.au

"I'm not happy with an NDIA action or decision"

NDIA or Commonwealth Ombudsman

Call 1800 800 110

Visit www.ndis.gov.au

www.ombudsman.gov.au

"I'm not happy with a service provided by another agency or body"

Your state or territory complaints body

Find links on our website

Next Newsletter

If you wish to be featured in the next Newsletter or have something you would like to include, please see the office staff.

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