



Making a complaint about your NDIS provider



You have the right to feel safe, to have your culture and identity recognised and respected, and to receive quality support and/or services from your providers who must uphold the Code of Conduct, which supports these rights. If there is a problem with the safety or quality of support and/or services that you receive from a provider, it is always okay to speak up.

Why speak up?

The NDIS Commission's role is to promote the health, safety and wellbeing of everyone receiving NDIS support and/or services.

If you speak up, you can help create better services, better communications and improvements to service delivery. And, by speaking up, you can help other people with disability too.



How do I speak up?

We recommend that you talk to your NDIS service provider about your issue/complaint. You, or someone you trust, (such as an advocate, family member, carer) can do this. Visit the

NDIS Commission website to download or print postcard-sized handouts with information on the Code of Conduct. These postcards and other useful resources are also available for order on the NDIS Commission website at <https://www.ndiscommission.gov.au/participantpackonlineform>. You might like to give these to providers to start a conversation about your rights.

If you are unhappy with the response from your service provider or feel uncomfortable about raising your issues directly with them, you can speak to the NDIS Commission complaints service.

The NDIS Commission complaints service is independent and free. Anyone can make a complaint about the quality or safety of any NDIS provider's services, or their response to a complaint. You can let us know how you would like to communicate with us. You can also withdraw your complaint at any time.

If you (or someone making a complaint for you) is worried about what might happen after you make a complaint (such as how you might be treated), you can ask the NDIS Commission to keep your identity confidential. This might change the actions the NDIS Commission can take in response to your complaint.

How to complain to the NDIS Commission

Anyone can make a complaint to the NDIS Commission about a NDIS service provider, including:

- an NDIS participant
- family members/friends
- NDIA appointed nominees, advocates, guardians
- any other person who wishes to make a complaint.

Call us: **1800 035 544**

Online complaint form:
<https://www.ndiscommission.gov.au/about/complaints>

Text Telephone TTY: **133 677**

National Relay Service for people with hearing or speech impairments: <https://internet-relay.nrscall.gov.au/> and then ask for: **1800 035 544**

Email: contactcentre@ndiscommission.gov.au

Mail: **PO Box 210 Penrith NSW 2750**

Your family, friends, advocates, Local Area Coordinator, Support Coordinator, EC Partner, and NDIA Planner might also be able to support you to speak up. If you need an advocate to help you make a complaint, you can use the Disability Advocacy Finder at disabilityadvocacyfinder.dss.gov.au/disability/ndap/ to find someone close to you.

What the NDIS Commission will do

Our goal is to resolve your complaint quickly and simply.

When the NDIS Commission receives a complaint, a complaints officer will:

- communicate with the person making the complaint
- assess the complaint and decide whether we will take further action
- confirm your issues raised and the outcome you want in writing
- with your consent, contact the NDIS service provider
- talk to you about the information we receive from the NDIS service provider.

A complaints officer might:

- ask for more documentation and/or information
- talk to other NDIS participants that are affected by the complaint
- talk to or visit the service provider.

There are a number of ways that complaints can be resolved. Sometimes they can be resolved with a discussion between you, your NDIS service provider and us. Our involvement might make it easier to clarify issues and bring them to the attention of the people involved.

Where there are serious concerns and risks to NDIS participants such as abuse, assault or neglect, we may use our powers of investigation and enforcement. **Unlawful and criminal matters will also be referred to police.**



Who else can you contact?

If your complaint is about the National Disability Insurance Agency (NDIA), your eligibility for NDIS funding or your NDIS plan, you should contact the NDIA directly.

www.ndis.gov.au/participants

The Commonwealth Ombudsman's office can also help NDIS participants resolve problems with government agencies and their partners. <https://www.ombudsman.gov.au/what-we-do/working-with-people-with-disability>

If you are unsure about who to contact or what to do to about an issue, we can give you advice or help you find the right place to go.

If you are at immediate risk of harm, or you have concerns about someone's wellbeing, call 000 immediately.

