



Making a complaint about your NDIS provider



You have the right to feel safe and to receive quality service and support from your providers. All providers must uphold the Code of Conduct, which supports these rights.

If there is a problem with the safety or quality of services that you are receiving 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 people with disability receiving NDIS supports or services.

We want you to be safe and to receive quality service and support from providers.

If you speak up, you can help create better services, better communications and improvements to the way services are delivered. This means that by speaking up, you can help other people with a disability too.

It is always okay to speak up.

How do I speak up?

We recommend the first step you take is to speak to the NDIS service provider about your concerns/complaint.

This could be done by you, or by someone on your behalf (such as an advocate, family member, carer). 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, which you may wish to give providers to start a conversation about your rights. www.ndiscommission.gov.au/participantpackonlineform

If you are unhappy with the response from your service provider or feel uncomfortable about raising your concern directly with them, you are encouraged to use 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 your preferred method of communication. You can also withdraw your complaint at any time.

If you (or someone making a complaint on your behalf) is concerned about the consequences of making a complaint (such as how you may be treated), you can ask the NDIS Commission to keep your identity confidential.

This may impact 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.

This includes a NDIS participant, their family members/friends, their NDIA appointed nominee, advocates, guardians or any other person who wishes to make a complaint.

Call us 1800 035 544

Online complaint form www.ndiscommission.gov.au/participants/complaints

Text Telephone (TTY) 133 677

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

Translating and Interpreting Service 131 450

Your family, friends, advocates, Local Area Coordinator, Support Coordinator, EC Partner, and NDIA Planner may also be able to assist you and provide support in voicing your concern.

If you need an advocate to help you make a complaint, you can use the Disability Advocacy Finder to locate an advocate close to you: disabilityadvocacyfinder.dss.gov.au/disability/ndap/

Where required, the NDIS Quality and Safeguards Commission can arrange for interpreters in your language. There is no cost for this.

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 may:

- ask for further 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 complaints 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 people with a disability who are NDIS participants resolve problems with government agencies and their partners: www.ombudsman.gov.au/about/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 have concerns about a person's wellbeing, call 000 immediately.

Find out more

More information about the NDIS Commission, including resources for providers and participants, is available on the NDIS Commission website at: www.ndiscommission.gov.au