



# Aboriginal and Torres Strait Islander Complaints about NDIS services

Read this book if you are not happy about  
your NDIS service

## This book is about:

- the NDIS Commission
- how to make a **complaint** about a **service** you get

A 'service' is a type of assistance or product that helps someone in their daily life.



## Complaint means:

You are **not** happy about something and you tell someone.



## You can get someone to help you:

- read this book
- know what this book is about
- find more information



## About this book:

This book is written by the NDIS Quality and Safeguards Commission, also called the NDIS Commission.



NDIS Quality  
and Safeguards  
Commission

# What is the NDIS Commission?



NDIS Quality  
and Safeguards  
Commission

The NDIS Commission is part of the Government, but works separately from the NDIS.



The NDIS Commission want to make NDIS services:

- good
- safer



The NDIS Commission makes sure service providers are doing a good job and working with Aboriginal and/ or Torres Strait Islander peoples in culturally appropriate and respectful ways.



If you are **not** happy with your NDIS supports and services the NDIS Commission want you to tell them.

- Don't be shame about telling someone about something you are not happy about



- It is OK to speak up. It won't get you into any trouble or cause problems. Speaking up will make sure you get a good service

- Your complaint will make NDIS services good for everyone



- The NDIS Commission hear complaints from all communities across Australia

## Who can make a complaint?

You can make a complaint, or someone else can make a complaint for you. For example:



- family and friends



● community member



● NDIS participants



● other people with disability



● support workers



● advocates

# What can you complain about?



You can make a complaint about NDIS services that are:

- bad
- **not** safe



You can also complain about how an NDIS provider acted when you complained.



If you ask the NDIS Commission to keep your complaint **private** the NDIS Commission will share your personal information:

- if you say **yes**
- if you or someone else is **not** safe
- if we have to tell someone else

We will tell you if we have to share your information.

# Complaints the NDIS Commission does not hear

## We do not hear complaints about:



- the National Disability Insurance Agency (NDIA)



- access to an NDIS plan, for example, if you **cannot** get an NDIS plan



- NDIS plans, for example if you are **not happy** with what your plan is giving you



You can make these complaints to the NDIA. You can contact them on their website

[ndis.gov.au/contact](https://www.ndis.gov.au/contact)

or call

**1800 800 110**

(free call from landlines)



If you or someone else is in danger or is not safe, call the police on **000**.

# How to make a complaint



You can yarn to your NDIS service provider about the problem.



If you are not happy with what they say, or you are not comfortable talking to your provider first, you can contact the NDIS Commission.



The NDIS Commission will help you to fix the problem. The NDIS Commission might:

- ask you for more information
- talk to the NDIS provider if you say **yes**
- ask the NDIS provider to meet with you to work out the problem together





You can stop the complaint at any time.



If the problem is serious, the NDIS Commission might talk to other people, including the NDIS provider, to find out more information.



Making a complaint is free.



It's the NDIS Commission's job to listen and help with all complaints or worries.

The NDIS Commission complaints service is:



- fair
- independent



If you are worried or feeling stressed about making a complaint and how you might be treated, you can ask the NDIS Commission to keep your complaint **private**. This means the NDIS Commission will share your personal information:

- if you say **yes**
- if you or someone else is **not** safe
- if we have to tell someone else

We will tell you if we have to share your information.



If the problem is serious, the NDIS Commission might **investigate** the NDIS provider.

Investigate means to find out more.



The NDIS Commission has powers to act or work with the police to help you.

# Who to contact



NDIS Quality  
and Safeguards  
Commission

For complaints about an NDIS provider  
**contact the NDIS Commission:**



- call **1800 035 544**



- go to the website  
**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**



- write to  
**PO Box 210 Penrith NSW 2750**



If you need help because of hearing  
or speech loss contact the **National  
Relay service:**



- go to the website  
**[nrschat.nrscall.gov.au/nrs/  
internetrelay](http://nrschat.nrscall.gov.au/nrs/internetrelay)**

or



- call **1800 555 727**  
and ask for **1800 035 544**

- TTY number **133 677**



For complaints about your NDIS plan  
**contact the National Disability  
Insurance Agency:**

- call **1800 800 110**
- go to the website **[www.ndis.gov.au](http://www.ndis.gov.au)**

If they do not help you can **contact  
the Commonwealth Ombudsman:**



- go to the website  
**[www.ombudsman.gov.au](http://www.ombudsman.gov.au)**
- call **1300 362 072**



**NDIS Quality  
and Safeguards  
Commission**