



**NDIS Quality
and Safeguards
Commission**

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Making a complaint



As an NDIS participant, you have the right to:



- be safe
- be respected



- receive good quality services and support.



We work with NDIS providers to make sure they do a good job.



We explain:



- what they need to do
- the rules to follow.



It's our job to listen and help when you're not happy with your services.



It's always OK to speak up.

Anyone has the right to complain for you:



- family



- friends



- carer



- guardian.



A Disability Advocate can also help you make a complaint.



You can find the one closest to you on the Internet:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>



If you need an interpreter, you can get one for free.



You can find an interpreter on the Internet:

<https://www.tisnational.gov.au/>



When you're unhappy, you can talk to your NDIS provider first or someone you trust can.



We have free information on our website to help, like postcards. Use these when talking to providers.



You can find this information on:

[www.ndiscommission.gov.au/
participantpackonlineform](http://www.ndiscommission.gov.au/participantpackonlineform)



If you don't want to talk to your service provider, you can talk to us.



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If you've talked to your service provider but aren't happy, you can complain to us.



Our complaints service is:



- free



- independent.



When you contact us, one of our complaints officers will:



- talk to who made the complaint



- understand what you want



- decide what to do.



If you're worried about how you'll be treated, we can keep your complaint private.



If you say it's okay, the complaints officer can talk to your NDIS service provider.



If the complaints officer needs more information, they'll let you know.



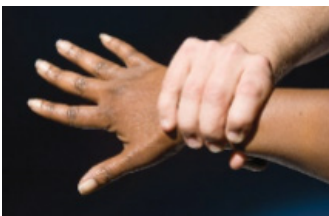
We try to fix problems by working with:



- you



- your NDIS provider.



Sometimes complaints are really serious.



We have powers to act.



We can even work with the police.



Everyone can choose how to make a complaint.



One way is to fill in the complaints form on our website:

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



Another way is to phone us: **1800 03 54 44.**

It's free to call us on landlines.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.



Sometimes NDIS participants aren't happy with other organisations.



If you're not happy with your National Disability Insurance Agency funding or plan, contact them on their website:

<https://www.ndis.gov.au/contact>



If you're not happy with government departments, contact the Commonwealth Ombudsman for help.



You can contact them on their website:

<http://www.ombudsman.gov.au/what-we-do/working-with-people-with-disability>

Find out more



We have more information on our website about:



- the NDIS Commission



- what it means for you.



www.ndiscommission.com.au