

iNDISpensable Complaints and Feedback Process



There are different types of complaints that can be made and different processes to follow depending on the type of complaint a person wishes to make. An advocate can help a participant choose the right type of complaint and how to prepare for the process.



NDIA decisions

The best way to register a concern is to complete the short online complaints form at: www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html or contact the local NDIA office. If a person is still unhappy they can ask for a NDIS manager to review their complaint. If still unhappy they can contact the Commonwealth Ombudsman:

☎ 1300 362 072

- Make a Complaint using their online form www.ombudsman.gov.au/making-a-complaint
- Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601



Service provider concerns

If a person has concerns regarding their service provider they should in the first instance talk to them. They can seek help from a Support Co-ordinator or carer.

If they are still not happy, they can contact the NSW Ombudsman:

☎ 1800 451 524

nswombo@ombo.nsw.gov.au

Concerns regarding NSW Healthcare professionals can be made to the Health Care Complaints Commission at any time.



Consumer concerns

If a person is not happy or satisfied with a product or service they have bought they should contact NSW Fair Trading

☎ 13 32 20

www.fairtrading.nsw.gov.au



Useful links

Want to know more about the NDIA/NDIS feedback and complaints procedure? Follow these links:

disabilityadvocacyfinder.dss.gov.au/disability/ndap/

www.ndis.gov.au/about-us/contact-us/feedback-complaints

Agencies that can help resolve a complaint can be found here:

www.advokit.org.au/review-and-complaint/complaints-about-ndis-funded-services-and-supports/

The National Disability Insurance Agency (NDIA) welcomes feedback. The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disability, their families and carers.