

Complaints about services bought with your NDIS package

If you are unhappy with the quality of support or performance of a Disability Service or other service that you purchase with your NDIA funding package, complain to:

NDIS Quality & Safeguards Commission (QSC)

P.O Box 210, Penrith NSW 2750

E: feedback@ndiscommission.gov.au

T: 1800 035 544

More information on website:

www.ndiscommission.gov.au

General complaints about the NDIS

The NDIS Complaints Procedures requires that the NDIA:

- take immediate action where there appears to be a high risk of harm or abuse
- acknowledge complaints within 24 hours of receipt
- call you within 48 hours of acknowledgement
- resolve complaints within 21 calendar days

The Agency (NDIA) encourages complaints and these can be:

- made in writing or in person or submitted on the Agency Complaint Form
- directed to the person you have a concern about, or to their supervisor
- if you are still unhappy you can speak to the State/Territory manager

NDIA Complaint form can be downloaded from: www.ndis.gov.au/document/457
or email feedback@ndis.gov.au

Complaints about the NDIA itself or NDIA staff

If you aren't satisfied with the performance of NDIA you can complain to the:

Commonwealth Ombudsman

T: 1300 362 072

W: www.ombudsman.gov.au/pages/making-a-complaint

Review of Reviewable Decisions (RORD)

Reviewable Decisions are legislated in the NDIS Act and are decisions made by the NDIA as part of its processes, e.g. person deemed not eligible; denying funding for a support or equipment requested by participant.

If you disagree with a NDIA decision you can request (verbally or on form) an internal review of the decision by the NDIA. They must provide a written response to the request.

Administrative Appeals Tribunal

If the participant is still dissatisfied with a decision following an internal (i.e. within NDIA) review, they can then apply to the Administrative Appeals Tribunal (AAT). This includes decisions, such as a decision that a participant cannot manage the funding for supports will be reviewable by the AAT.

Complaints.

T: 1300 366 700

E: feedback@aat.gov.au

W: www.aat.gov.au

For more information please email Christine Scott christine@valid.org.au
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www.valid.org.au