



**NDIS Quality
and Safeguards
Commission**

The NDIS Quality and Safeguards Commission

The National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports.



It's always okay to speak up.

How to make a complaint



What we do

You can contact us if you feel unsafe or unhappy with your NDIS supports or services.

We encourage you to talk directly to your provider first to see if you can resolve your concerns. All registered providers must have an effective complaints management system. If you are not confident to speak to the provider or you are not satisfied with the result, you can talk to us.



**Our complaints service
is independent and free.**

Making a complaint can lead to improved services, communication and changes to the way supports are delivered.



Make a complaint

Call us

1800 035 544 (free call from landlines)

Complaint contact form

www.ndiscommission.gov.au

National Relay Service

www.relayservice.gov.au then 1800 035 544

Translating and Interpreting Service

131 450

Who can make a complaint



Anyone can complain about NDIS funded services provided to a person with disability.

This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers, or any other person who wishes to make a complaint.

What complaints we take

You can make a complaint to us about the quality or safety of supports and services provided by any NDIS provider.

We take complaints about whether NDIS services have been provided in a safe way and to an appropriate standard. You can also make a complaint to us about how an NDIS provider has responded to a complaint.

If you or someone making a complaint on your behalf is concerned about how you will be treated, you can make a confidential complaint. This may influence how the NDIS Commission can take action.



What complaints we don't take

Complaints about the NDIA, access and participant plans are managed by the NDIA. You can also complain about the NDIA, or the NDIS Commission, to the Commonwealth Ombudsman.

We handle complaints about NDIS services in places in which we're operating. This is because the NDIS Commission is being rolled out gradually.

We are available from:

- 1 July 2018 in New South Wales and South Australia
- 1 July 2019 in the Australian Capital Territory, Northern Territory, Queensland, Tasmania and Victoria
- 1 July 2020 in Western Australia.

If you are not sure who to contact, we can help to connect you with the right organisation.

Where to go with a complaint

I'm not happy with NDIS funded services → The NDIS Commission → 1800 035 544

I'm not happy with the NDIA's actions or decisions → NDIA or Commonwealth Ombudsman → 1800 800 110
www.ndis.gov.au
www.ombudsman.gov.au

I'm not happy with a service provided by another agency or body → Your state or territory complaints body → Find links on the NDIS Commission website
www.ndiscommission.gov.au



How we handle complaints

We will acknowledge your complaint and may ask for more information. You can let us know your preferred method of communication. In helping to resolve a complaint, we may:

- request information and documents to help clarify the issues
- help you to talk to the NDIS provider
- with your consent, speak to the NDIS provider about the issues
- talk to you about the information we receive from an NDIS provider.

Sometimes a complaint may be referred to conciliation or investigation. A conciliation meeting helps people to understand the issues and reach agreement on how a complaint can be resolved. An investigation may be conducted if the issues raised in the complaint involve serious concerns or risks to people with disability.

As part of this, we may request further documentation, contact people involved in the complaint, visit the service provider or talk to other people affected by the issues including other people with disability and staff. If a complaint raises a serious compliance issue, we have powers to take action.

You may withdraw a complaint at any time by telling us.



If you're unsure about who to contact or what to do about an issue, we can give you advice or help you find the right place to go.

