

NDIS Tip Sheet 3 - NDIS related Complaints

1. 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)

PO Box 210, Penrith NSW 2750

E: feedback@ndiscommission.gov.au T: 1800 035 544

More information on website: www.ndiscommission.gov.au



2. Internal Review – complaints about the decisions the NDIA makes

Reviewable Decisions are set out in the law, Section 100 of the NDIS Act. A reviewable decision is usually a decision made by the NDIA as part of planning or allocating supports to participants, 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 Review 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 Review Tribunal (ART).

This includes decisions, such as a decision that a participant cannot manage the funding for supports will be reviewable by the ART.

Complaints: T: 1800 228 333 E: reviews@art.gov.au W: www.art.gov.au

3. General complaints about the NDIS staff or processes

The NDIS Complaints procedure requires the NDIA to:

- 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 about staff or processes, 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 take your complaint to the Commonwealth Ombudsman

NDIA online Complaint form: <https://www.ndis.gov.au/contact/feedback-and-complaints-form>

4. Complaints about the NDIA itself or NDIA staff

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

Commonwealth Ombudsman.

T: 1300 362 072 W: [Commonwealth Ombudsman - complaints about federal agencies](http://www.ombudsman.gov.au)

VALID Tip Sheet: more information email: Christine@valid.org.au web: www.valid.org.au