

COMPLAINTS

THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) THE NATIONAL DISABILITY INSURANCE AGENCY (NDIA)

Complaint about the NDIA's actions or processes Complain to the NDIA or Commonwealth Ombudsman (if they have already been to NDIA or are vulnerable)

Commonwealth Ombudsman can investigate

Not satisfied with their NDIS plan

Contact their planner and ask to have the plan reconsidered or ask NDIA for a review

If not satisfied following NDIA review, lodge appeal to AAT

Not satisfied with the service provided under a plan

If it is clearly a service provider complaint they can complain to the appropriate state/territory body (see below)

If it is not clear what the complaint is about or person is vulnerable refer for assessment

National Disability Insurance Commission

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form.

National Disability Insurance Agency (NDIA)

Phone: 1800 800 110

Email: feedback@ndis.gov.au

Administrative Appeals Tribunal (AAT)

Phone: 1800 228 333

Email: generalreviews@aat.gov.au

Complaints about state service providers

Dept of Communities, Child Safety & Disability Services

Phone: 1800 080 464

Email: feedback@communities.qld.gov.au

Queensland Ombudsman

Phone: 07 3005 7000, or 1800 068 908 (outside Brisbane metro)

Website: www.ombudsman.qld.gov.au

Fair Trading Queensland

Phone: 13 74 68

Website: www.qld.gov.au/law/fair-trading

Commonwealth Ombudsman

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

If you have any doubt about what action to take, please call us and we will guide you through the process:

07 | 4426 8700 | 07 | 3155 6559

Interpreters, support, and advocates can be provided to help you through the process.