



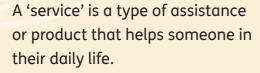
#### **Aboriginal and Torres Strait Islander Complaints about NDIS services**

Read this book if you are not happy about your NDIS service

#### This book is about:

the NDIS Commission

how to make a complaint about a service you get









#### **Complaint means:**

You are **not** happy about something and you tell someone.



## You can get someone to help you:

- read this book
- know what this book is about
- find more information





#### **About this book:**

This book is written by the NDIS Quality and Safeguards Commission, also called the NDIS Commission.





#### What is the NDIS Commission?





The NDIS Commission is part of the Government, but works separately from the NDIS.



The NDIS Commission want to make NDIS services:

- good
- safer



The NDIS Commission makes sure service providers are doing a good job and working with Aboriginal and/ or Torres Strait Islander peoples in culturally appropriate and respectful ways.



If you are **not** happy with your NDIS supports and services the NDIS Commission want you to tell them.

 Don't be shame about telling someone about something you are not happy about



It is OK to speak up. It won't get you into any trouble or cause problems. Speaking up will make sure you get a good service



 Your complaint will make NDIS services good for everyone

 The NDIS Commission hear complaints from all communities across Australia

#### Who can make a complaint?



You can make a complaint, or someone else can make a complaint for you. For example:

family and friends



community member



NDIS participants



other people with disability



support workers



advocates

#### What can you complain about?



You can make a complaint about NDIS services that are:

- bad
- not safe



You can also complain about how an NDIS provider acted when you complained.



If you ask the NDIS Commission to keep your complaint **private** the NDIS Commission will share your personal information:

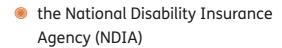
- if you say yes
- if you or someone else is not safe
- if we have to tell someone else

We will tell you if we have to share your information.

#### Complaints the NDIS Commission does <u>not</u> hear









 access to an NDIS plan, for example, if you <u>cannot</u> get an NDIS plan



NDIS plans, for example if you are not happy with what your plan is giving you



You can make these complaints to the NDIA. You can contact them on their website

ndis.gov.au/contact or call

1800 800 110

(free call from landlines)



If you or someone else is in danger or is not safe, call the police on **000**.

#### How to make a complaint



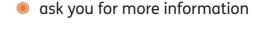
You can yarn to your NDIS service provider about the problem.



If you are not happy with what they say, or you are not comfortable talking to your provider first, you can contact the NDIS Commission.



The NDIS Commission will help you to fix the problem. The NDIS Commission might:





talk to the NDIS provider if you say yes



 ask the NDIS provider to meet with you to work out the problem together



You can stop the complaint at any time.



If the problem is serious, the NDIS Commission might talk to other people, including the NDIS provider, to find out more information.



Making a complaint is free.



It's the NDIS Commission's job to listen and help with all complaints or worries.

The NDIS Commission complaints service is:



- fair
- independent



If you are worried or feeling stressed about making a complaint and how you might be treated, you can ask the NDIS Commission to keep your complaint **private**. This means the NDIS Commission will share your personal information:

- if you say yes
- if you or someone else is not safe
- if we have to tell someone else

We will tell you if we have to share your information.



If the problem is serious, the NDIS Commission might **investigate** the NDIS provider.

Investigate means to find out more.



The NDIS Commission has powers to act or work with the police to help you.

#### Who to contact





For complaints about an NDIS provider contact the NDIS Commission:



call 1800 035 544



go to the website
www.ndiscommission.gov.au



write to PO Box 210 Penrith NSW 2750



If you need help because of hearing or speech loss contact the **National Relay service**:

- go to the website nrschat.nrscall.gov.au/nrs/ internetrelay or
- call 1800 555 727
  and ask for 1800 035 544
- TTY number 133 677





# For complaints about your NDIS plan contact the National Disability Insurance Agency:

- call 1800 800 110
- go to the website www.ndis.gov.au

### If they do not help you can **contact the Commonwealth Ombudsman**:



- go to the website www.ombudsman.gov.au
- call 1300 362 072



