



Tips for Making a Complaint

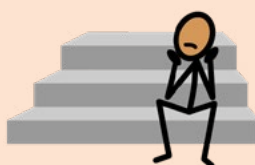
1



About

Be specific about your complaint. It is important to give details like who was involved, when, where and what happened.

2



Impact

How has your problem affected your safety, rights and wellbeing?

3



Breach

Did the provider or worker fail to follow the NDIS Code of Conduct or any other rules or regulations?

If you do not know this, that is ok, the NDIS Commission will talk to you to get the information they need.

4



Outcome

Think about how you want the service provider or worker to fix your problem.



Help

You could ask a friend, family member or advocate to help you make a complaint.



Find an Advocate

Disability Advocacy Network Australia
www.dana.org.au/find-an-advocate



Interpreting Service

If you need an interpreter, call TIS National on 131 450
www.tisnational.gov.au



The National Relay Service

24-hour relay call numbers:

- Voice Relay number 1300 555 727
- SMS relay number 0423 677 767
- TTY number 133 677

National Relay Website with full listing of call options

www.communications.gov.au/accesshub/nrs