



Roads to Complaint



I am not happy with the quality or safety of my NDIS services, equipment or technology

Talk to your NDIS provider
OR
contact the
NDIS Quality and Safeguards Commission
1800 035 544
ndiscommission.gov.au

My provider is still not doing anything about my problem

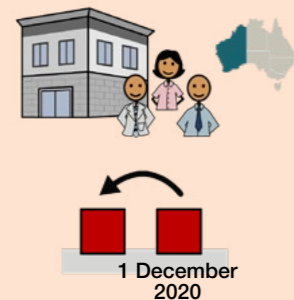
NDIS Quality and Safeguards Commission
1800 035 544
ndiscommission.gov.au

Note! NDIS Commission can only help with complaints about supports and services provided after 1 December 2020



I think my NDIS provider is being dishonest

NDIS Fraud Reporting and Scams Helpline
1800 650 717
fraudreporting@ndis.gov.au
ndis.gov.au/about-us/fraud-and-non-compliance



I am not happy with my disability services funded by other WA bodies OR funded by the NDIS before 1 December 2020

Talk to your provider first

My problem is still not being addressed

Health and Disability Services Complaints Office WA (HaDSCO)
08 6551 7600 or 1800 813 583
hadsco.wa.gov.au



I am not happy with my disability services being delivered by the WA Department of Communities

Department of Communities – Disability Complaints and Feedback
1800 333 325
clo@communities.wa.gov.au
www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-disabilities-complaints-and-feedback

I do not want to complain to the Department or I am not happy with the way the Department acted

Health and Disability Services Complaints Office WA (HaDSCO)
08 6551 7600
or 1800 813 583
hadsco.wa.gov.au





I am not happy with my NDIS plan or funding

National Disability Insurance Agency (NDIA)
Internal Review of a Decision
1800 800 110
[ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision](https://www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision)

I disagree with the NDIA's review of my NDIS plan or funding

Administrative Appeals Tribunal (AAT)
1800 228 333
[aat.gov.au](https://www.aat.gov.au)



I am not happy with the way the NDIA acted or how they dealt with me

Make a complaint to the **National Disability Insurance Agency (NDIA)**
1800 800 110
feedback@ndis.gov.au
[ndis.gov.au/contact/feedback-and-complaints](https://www.ndis.gov.au/contact/feedback-and-complaints)

I am still unhappy about the NDIA's response to my complaint

Ask for an NDIA supervisor or manager to review your complaint
Then
Commonwealth Ombudsman
1300 362 072
[ombudsman.gov.au](https://www.ombudsman.gov.au)



I am not happy with how the NDIS Commission is managing my complaint

Provide feedback to the **NDIS Commission**
1800 035 544
contactcentre@ndiscommission.gov.au
[ndiscommission.gov.au/about/complaints-ndis-commission](https://www.ndiscommission.gov.au/about/complaints-ndis-commission)

I am still unhappy with the NDIS Commission's response to how they dealt with me

Commonwealth Ombudsman
1300 362 072
[ombudsman.gov.au](https://www.ombudsman.gov.au)



I am not sure if I have a complaint or where to complain

Talk to the NDIS Commission and they will direct you to the right place.
NDIS Quality and Safeguards Commission
1800 035 544
[ndiscommission.gov.au](https://www.ndiscommission.gov.au)

