

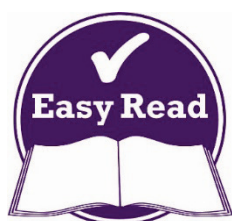


NDIS Quality  
and Safeguards  
Commission

# Handling complaints and fixing problems

Information for you

Easy Read version



## How to use this document



The NDIS Quality and Safeguards Commission wrote this document.

When you see the word 'we', it means the NDIS Quality and Safeguards Commission.



We have written some words in **bold**.  
We explain what these words mean.  
There is a list of these words on page 21.



This Easy Read document is a summary of another document.



You can find the other document on our website at  
[www.ndiscommission.gov.au/document/581](http://www.ndiscommission.gov.au/document/581)



You can ask for help to read this document.  
A friend, family member or support person may be able to help you.

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## What's in this document?

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## Who are we?



We are the NDIS Quality and Safeguards Commission.



**Quality** is about receiving good services that:

- meet the needs of people with disability
- give people with disability choice and control.



**Safeguards** keep people safe when they use services.



In this document we call ourselves the NDIS Commission.



We make sure NDIS providers:

- give good quality services and supports
- keep people with disability safe.



We are part of the Australian Government,  
but we are independent.



## What do we do?



We make sure NDIS providers are doing a good job.



We help:

- fix problems
- make NDIS supports and services better.



We help NDIS participants speak up for themselves if they have:

- been hurt
- been treated badly
- not been given what they were promised.



We make sure NDIS providers and workers follow the rules and standards.



We treat everyone fairly – we don't take sides.



We protect any personal information people give us – we keep your information private.



We only share your information if we have to:

- tell someone else
- keep you or someone else safe.



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



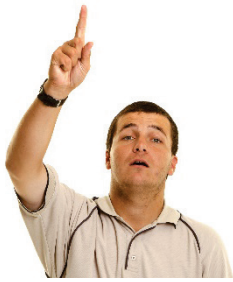
We handle complaints about the supports and services people get from NDIS providers.



If we can't help you, we will tell you if someone else can.



## How do you make a complaint?



It's always ok to speak up.



You can talk to us or your provider when something goes wrong with your supports or services.

We call this a **complaint**.

Complaints help us all learn how to:



- make NDIS supports and services better



- make sure NDIS providers keep **NDIS participants** safe.



NDIS participants are people with disability who get NDIS supports and services.



You can complain about your services and supports when:

- something has gone wrong
- something is not working well
- something has not been done the right way
- something makes you unhappy
- you have been treated badly.



If you have a complaint, it's important to talk to your NDIS provider about it first.



You might be able to fix it yourself.

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You can talk to us if you:



- don't want to speak to your NDIS provider



- aren't happy with what your NDIS provider does to fix your complaint.

## What do we do about complaints?

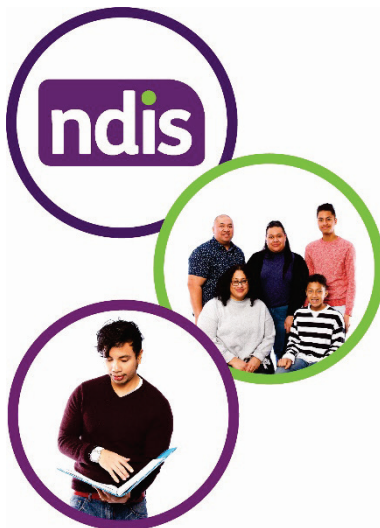
We:



- listen to complaints



- help people fix their complaints



- work together with:
  - NDIS participants
  - families and carers
  - NDIS providers



- teach NDIS providers about the best ways to handle complaints.

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We handle complaints in a way that:



- helps people with disability get what they want and need



- gets good results



- is clear, simple and done the same way each time





- helps everyone know what they need to do



- helps make NDIS supports and services better



- is handled in a way that suits the problem.

## Who can make a complaint?

Anyone can make a complaint:



- people with disability
- family members and friends
- carers
- workers
- **advocates**
- guardians.



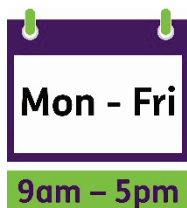
An advocate is a person who supports you. They help you have your say. They can also give you information and advice.

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## How do you make a complaint to us?



You can call us on **1800 035 544**



You can call us between 9am and 5pm,  
Monday to Friday.



You can visit the website and fill out a  
Complaint Contact Form.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



TTY

**133 677**

The National Relay Service

Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au/](http://internet-relay.nrscall.gov.au/)

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## What happens when you make a complaint to us?

If you make a complaint, one of our staff will:



- talk to you about your complaint



- try to understand the problem you are worried about



- find out what you want to happen.



We will write to you with information about:

- the problem you told us about
- what you want to happen.



We will ask you if we can send information about your complaint to your NDIS provider.



When you make a complaint, we will tell you what:

- our next steps will be
- we are doing about your complaint.



## What if you aren't happy with us?



You can tell us if you're not happy with:

- the way we handled your complaint
- our decision.



We will:

- look at our decision
- think about whether we should change it.



You need to:

- contact us within 42 days (6 weeks) of hearing our decision
- tell us why we should change our decision.

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If you want to tell us you are not happy with our decision, you can contact us by:



- email

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



- phone

**1800 035 544**



- post

Assistant Director Quality Assurance  
NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750.

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## Word list



### Advocate

An advocate is a person who supports you. They help you have your say. They can also give you information and advice.



### Complaint

A complaint is when you talk to us because something has gone wrong with your supports or services.



### NDIS

The NDIS is the National Disability Insurance Scheme.



## NDIS participants

NDIS participants are people with disability who get NDIS supports and services.



## Quality

Quality is about receiving good services that:

- meet the needs of people with disability
- give people with disability choice and control.

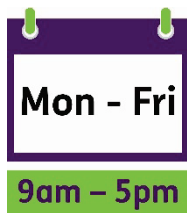


## Safeguards

Safeguards keep people safe when they use services.

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.



**1800 035 544**



Send us an email:

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)





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