





## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about



- find more information.

## About this book



NDIS Quality  
and Safeguards  
Commission

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

We are also called the NDIS Commission.

This book is about

- the NDIS Commission



- how to make a **complaint** about NDIS services.



Complaint means

- you are **not** happy about something

and



- you tell someone.

## What is the NDIS Commission?



We are **not** the NDIS.



We want to make NDIS services

- better



- safer.



If you are **not** happy about the quality and safety of your NDIS services we want you to tell us.

Your complaint will make NDIS services better for everyone.



We hear complaints across Australia.



We will **not** hear complaints in Western Australia until 1 July 2020.

## Who can make a complaint?

Anyone can make a complaint.

For example



- NDIS participants
- other people with disability



- friends and family

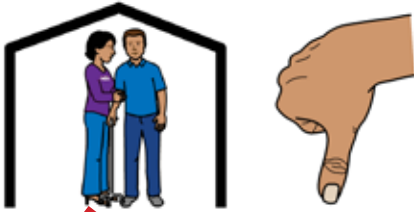


- support workers



- advocates.

## What can you complain about?



You can complain about NDIS services

- that are bad



- that are **not** safe.



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



You can ask us to keep your complaint **private**.

Private means we will only share your personal information



- if you say **yes**



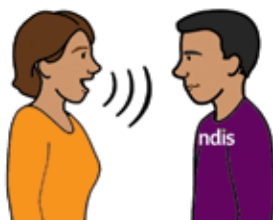
- if you are **not** safe.

## Complaints we do not hear



We do **not** hear complaints about

- the National Disability Insurance Agency or NDIA
- NDIS plan access
  - for example, if you can **not** get an NDIS plan
- NDIS plans.



You can make these complaints to the NDIA.

## How to make a complaint



Tell your NDIS service provider about the problem.



If you are **not** happy with the result you can contact us.



We will work with you to fix the problem.

For example, we might

- get more information



- talk to the NDIS provider if you say **yes**.



You can stop the complaint at any time.

We might ask you and the NDIS provider to meet and work out the problem together.



If the problem is serious we might **investigate** the NDIS provider.

Investigate means to find out more.





## More information

For complaints about an NDIS provider

**contact the NDIS Commission**

Call 1800 035 544



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

For complaints about the NDIA

**contact the NDIA**

Call 1800 800 110



Website [www.ndis.gov.au](http://www.ndis.gov.au)

or

**contact the Commonwealth Ombudsman**

Website [www.ombudsman.gov.au](http://www.ombudsman.gov.au)



## If you need help to speak or listen

Contact the NDIS Commission through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in July, 2019.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact NDIS Quality and Safeguards Commission.

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