

Consumers with disability—Where to go for advice or complaints

It's OK to speak up or complain

Governments and service providers have a role to play in supporting people with disability.

There are different services available for advice or help depending on the issue. This factsheet will help you find the right place to go.

Remember, it's always okay to speak up. If you're unsure about who to contact or what to do about an issue – you can call any of the agencies listed here for help.

Where to go with a complaint

Not happy with your NDIS service provider?	You can complain to the NDIS Quality and Safeguards Commission	NDIS Quality and Safeguards Commission 1800 035 544 www.ndiscommission.gov.au
Not happy with the NDIA's decision about your supports?	You can get a decision reviewed by the National Disability Insurance Agency	National Disability Insurance Agency 1800 800 110 www.ndis.gov.au
Not happy with the NDIS Commission or the NDIA?	You can complain to the Commonwealth Ombudsman	Commonwealth Ombudsman 1300 362 072 www.ombudsman.gov.au
Got a problem with a product or service you bought?	You can complain to your local consumer protection agency	State or territory consumer protection agency Contact details on last page

If you're unsure—there is no wrong door. We can all help you get to the right place.



Not happy with your NDIS service provider?

It's OK to complain if you:

- feel unsafe with your provider
- are not happy with the quality of the services from your provider.

The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is responsible for registering NDIS providers and ensuring that supports are high-quality and safe.

You have the right to complain if you're not happy with your NDIS service provider. You can make complaints about registered or unregistered providers of NDIS supports. Try talking to your provider first, but if you don't want to talk to your provider or you're unhappy with their response, contact the NDIS Commission.

If you're not sure who to contact, the NDIS Commission will help you contact the right organisation.

The NDIS Commission will be available in all Australian states and territories from 1 July 2019, except Western Australia where it will be available from 1 July 2020.

NDIS Quality and Safeguards Commission

1800 035 544 (free call from landlines)

www.ndiscommission.gov.au

Not happy with the NDIA's decision about your supports?

It's OK to complain if you're not happy with:

- the NDIA's decision on your eligibility to access the scheme
- your approved supports under the scheme.

The National Disability Insurance Agency

The National Disability Insurance Agency (NDIA) is responsible for administering the NDIS and developing, funding and managing individual plans.

If you think a decision the NDIA has made about you is wrong, you can have the decision reviewed. Contact the NDIA first so they can do a review.

If you're not satisfied with the NDIA's internal review of a decision, you can appeal the decision to the Administrative Appeals Tribunal (AAT).

National Disability Insurance Agency

1800 800 110 (free call for landlines)

www.ndis.gov.au

Administrative Appeals Tribunal

1800 228 333 (free call for landlines)

www.aat.gov.au

Not happy with the NDIS Commission or the NDIA?

It's OK to complain if:

- you're not happy with the way the NDIS Commission or the NDIA responded to your complaint
- believe the NDIS Commission or the NDIA treated you unfairly or unreasonably.

If you're not happy with the NDIS Commission or the NDIA you should contact them directly and let them know about the issue. Try to resolve your complaint with the agency first. If you're not satisfied with their response to your complaint, then you can contact the Commonwealth Ombudsman.

Commonwealth Ombudsman

1300 362 072

www.ombudsman.gov.au

Got a problem with a product or service you bought?

It's OK to complain if you've got a problem with a product or service you've bought, such as:

- general products like groceries, clothes and household items
- disability products such as an assistive hearing device or mobility aids (including walker, wheelchair, motorised scooter or lift chair)
- services such as cleaning, cooking, personal care, gardening services, accommodation or case management supports.

You have rights if you've got a problem with a product or service you have bought.

The Australian Consumer Law (ACL) protects you when you buy goods or services using your NDIS funding, whether you buy something in-store, online, at home or over the telephone.

If you're not happy with a product or service that you have bought, you should contact the business and explain the problem and how you want it resolved.

If you don't want to talk to the business, or you're unhappy with their response, you can contact the consumer protection agency in your state or territory.

State and territory consumer protection agencies

Australian Capital Territory

Access Canberra
13 22 81
www.accesscanberra.act.gov.au

Queensland

Office of Fair Trading
13 74 68
www.qld.gov.au/fairtrading

South Australia

Consumer and Business Services
13 18 82
www.cbs.sa.gov.au

Tasmania

Consumer, Building and Occupational Services
1300 654 499
www.cbos.tas.gov.au

Northern Territory

Consumer Affairs
1800 019 319
www.consumeraffairs.nt.gov.au

Western Australia

Department of Mines, Industry Regulation and Safety
1300 304 054
www.consumerprotection.wa.gov.au

Victoria

Consumer Affairs Victoria
1300 558 181
www.consumer.vic.gov.au

New South Wales

NSW Fair Trading
13 32 20
www.fairtrading.nsw.gov.au

Australian Competition and Consumer Commission (ACCC)

The ACCC can provide you with information about your consumer rights and take reports about businesses that may have breached the *Competition and Consumer Act 2010*. Guides are available to assist consumers with disability understand their consumer rights and can be found at www.accc.gov.au/disabilityresources

Australian Competition and Consumer Commission

1300 302 502
www.accc.gov.au

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