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

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

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

<table>
<thead>
<tr>
<th>Territory</th>
<th>Agency</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Capital Territory</td>
<td>Access Canberra</td>
<td>13 22 81</td>
<td><a href="http://www.accesscanberra.act.gov.au">www.accesscanberra.act.gov.au</a></td>
</tr>
<tr>
<td>South Australia</td>
<td>Consumer and Business Services</td>
<td>13 18 82</td>
<td><a href="http://www.cbs.sa.gov.au">www.cbs.sa.gov.au</a></td>
</tr>
<tr>
<td>Tasmania</td>
<td>Consumer, Building and Occupational Services</td>
<td>1300 654 499</td>
<td><a href="http://www.cbos.tas.gov.au">www.cbos.tas.gov.au</a></td>
</tr>
<tr>
<td>Northern Territory</td>
<td>Consumer Affairs</td>
<td>1800 019 319</td>
<td><a href="http://www.consumeraffairs.nt.gov.au">www.consumeraffairs.nt.gov.au</a></td>
</tr>
<tr>
<td>Western Australia</td>
<td>Department of Mines, Industry Regulation and Safety</td>
<td>1300 304 054</td>
<td><a href="http://www.consumerprotection.wa.gov.au">www.consumerprotection.wa.gov.au</a></td>
</tr>
<tr>
<td>Victoria</td>
<td>Consumer Affairs Victoria</td>
<td>1300 558 181</td>
<td><a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a></td>
</tr>
<tr>
<td>New South Wales</td>
<td>NSW Fair Trading</td>
<td>13 32 20</td>
<td><a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a></td>
</tr>
</tbody>
</table>

**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](http://www.accc.gov.au/disabilityresources).

**Australian Competition and Consumer Commission**

1300 302 502
www.accc.gov.au

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