Complaints about Disability Services

As a Service user or Personal support person if you are not happy with:

Your non-NDIS funded service and Your NDIS funded service

before 1 December 2020

Your NDIS funded service from 1 December 2020

Items that you have bought that help manage your disability

The decision the NDIA made including about an NDIS plan or funding under a plan STEP 1



Talk with the service provider you have a problem with.

The organisation will have a complaints process and will provide you with information on the steps to follow.

NDIA Internal Review

enquiries@ndis.gov.au

1800 800 110

STEP 2



If your problem is not fixed. contact:

Health and **Disability Services Complaints Office** (HaDSCO)

08 6551 7600 or 1800 813 583

hadsco.wa.gov.au

NDIS Quality and **Safeguards** Commission

1800 035 544 ndiscommission.gov.au

Department of Mines, **Industry Regulation** and Safety - Consumer Protection

1300 304 054 consumerprotection. wa.gov.au

Administrative Appeals Tribunal 1800 228 333 aat.gov.au

Commonwealth **Ombudsman**

1300 362 072 ombudsman.gov.au

during the review process

The way the NDIA made its decision or how it dealt with you

ADVOCACY ASSISTANCE can help you understand your options and support you to make a complaint.

It can be provided by a number of services including those listed with the Department of Communities or through the Disability Advocacy Finder

The Health and Disability Services Complaints Office also take complaints about health and mental health services.