

Resource: Complaints support for participants

NDIS Quality and Safeguards Commission

The National Disability Insurance Scheme (NDIS) encourages people to raise their concern or complaint directly with the provider in the first instance. This is so providers have the opportunity to resolve your concern quickly and improve their services.

The Commission accepts complaints from anyone about services and supports funded by NDIS that:

- Were not provided in a safe or respectful way
- Were not delivered to an appropriate standard
- Did not manage your complaint in a way you are happy with

You can make a complaint to the Commission via:

Phone: 1800 035 544

TTY: 133 677

Using an online form:

<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

Advocates

There are advocates who may assist you with your complaint.

The availability of each advocacy service varies, and many have wait lists to access support.

Advocacy for Disability Access and Inclusion Inc

Phone: 08 8340 4450

Email: admin@advocacyfordisability.org.au

Website: www.advocacyfordisability.org.au

Address: 47 Tynte Street, North Adelaide 5006 SA

Independent Advocacy SA Incorporated

Phone: 1800 999 884

Email: indepadv@internode.on.net

Website: www.independentadvocacysa.org.au

Address: 99 Frome Street, Adelaide 5000 SA

Disability Advocacy and Complaints Service of South Australia Inc (DACSSA)

Phone: 08 7122 6030

Email: admin@dacssa.org.au

Website: www.dacssa.org.au

Address: Level 7/70 Pirie Street, Adelaide 5000 SA

Uniting Communities Disability Advocacy Service

Phone: (08) 8202 5960

Email: das@unitingcommunities.org

Website:

www.unitingcommunities.org/service/legal-services/disability-advocacy-service

Address: 43 Franklin Street, Adelaide 5000 SA