

NDIS Troubleshooting Guide

Do you have an NDIS issue?

Issue	Where to go?	Contact details
<i>Any NDIS problem</i>	<u>Family Advocacy</u>	Call 9869 0866 or 1800 620 588 or email communication@family-advocacy.com
<i>Not happy with NDIS plan/review NDIS plan</i>	<u>Family Advocacy</u> <u>National Disability Insurance Agency (NDIA)</u>	Call 9869 0866 or 1800 620 588 communications@family-advocacy.com Call 1800 800 110 or see ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review.html
<i>Not happy with NDIA decision of an internal review/appeal</i>	<u>Family Advocacy</u> <u>Administrative Appeals Tribunal</u>	Call 9869 0866 or 1800 620 588 communication@family-advocacy.com Call 1800 228 333 or see aat.gov.au/applying-for-a-review/national-disability-insurance-scheme-applicants
<i>Not happy with NDIA service/process</i>	<u>NDIA</u>	Call 1800 800 110 or see ndis.gov.au/about-us/contact-us/feedback-complaints
<i>Not happy with products/services bought using NDIS plan</i>	<u>NSW Department of Fair Trading</u>	Call 13 32 20 or see fairtrading.nsw.gov.au
<i>Not happy with the provider of disability supports</i>	<u>NSW Ombudsman</u>	Call 9286 1000 or 1800 451 524 or email nswombo@ombo.nsw.gov.au
<i>Not happy with the NDIA's actions</i>	<u>Commonwealth Ombudsman</u>	Call 1300 362 072 or email ombudsman.gov.au/making-a-complaint

What are the roles of these organisations?

Family Advocacy – we are now providing a free and confidential service to support people with developmental disability and their families who have concerns about their access to the NDIS or the types of supports in their NDIS plan. Our staff can provide phone advice on:

- pre-planning advice.
- if you are not happy with your family member's NDIS plan and wish to review.
- how to understand the documentation that has been received from the NDIA
- whether to proceed to appeal is the right option.

NDIA: Review – perform an internal review of any decision made by the NDIA.

NDIA: Complaints line – the NDIS Complaints Procedure requires that they: act immediately where there appears to be a high risk of harm, neglect or abuse; aim to acknowledge complaints within the next business day from receipt; call you within two business days of acknowledgement; aim to resolve complaints within 21 business days of receipt.

Administrative Appeals Tribunal – an independent body, can review a range of the decisions made by the NDIA. You cannot ask the AAT to review a decision by the NDIA until the decision has been internally reviewed by the NDIA. [Click here](#) to see our AAT Guide.

NSW Department of Fair Trading – safeguards the rights of all consumers and advises business and traders on fair and ethical practice. They provide services directly to individuals and businesses to create a fair, safe and equitable marketplace.

NSW Ombudsman – the independent and impartial watchdog for community and disability services in NSW. They promote and protect the rights and best interests of people using disability and community services in NSW by handling and resolving complaints about these services, and by monitoring and reviewing how these services are delivered. As the NDIA is a Commonwealth Agency, you cannot complain to the NSW Ombudsman about the NDIA – those complaints go to the Commonwealth Ombudsman (see below).

Commonwealth Ombudsman – can consider complaints about Australian Government agencies, including the NDIA. They also use information from complaints to help agencies improve their services.