

NDIS TROUBLESHOOTING GUIDE

Do you have an NDIS Issue?

Issue	Where to go?	Contact details
Any NDIS problem	Family Advocacy	Call 9869 0866 or 1800 620 588 communications@family-advocacy.com
Not happy with NDIS plan / review NDIS plan	Family Advocacy National Disability Insurance Agency (NDIA)	Call 9869 0866 or 1800 620 588 communications@family-advocacy.com Call 1800 800 110 or see ndis.gov.au/participants/how-review-planning-decision
Not happy with NDIA decision of an internal review/appeal	Family Advocacy Administrative Appeals Tribunal	Call 9869 0866 or 1800 620 588 communications@family-advocacy.com Call 1800 228 333 or see aat.gov.au/applying-for-a-review/national-disability-insurance-scheme-applicants
Not happy with NDIA service/process	NDIA	Call 1800 800 110 or see ndis.gov.au/contact/feedback-and-complaints
Not happy with products/services bought using NDIS plan	NSW Department of Fair Trading	Call 13 32 20 or see fairtrading.nsw.gov.au
Not happy with the provider of disability supports	NDIS Quality and Safeguards Commission	Call 1800 035 544 or see how to make a complaint online
Not happy with the NDIA's actions	Commonwealth Ombudsman	Call 1300 362 072 or see ombudsman.gov.au/making-a-complaint
	Contact your Federal MP	Find your MP here

What are the roles of these organisations?

Family Advocacy – we provide 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 support in their NDIS plan. Our staff can provide phone advice on:

- preparing for an annual plan review
- how to advocate for your family member if you are not happy and wish to review their NDIS Plan
- how to understand the documentation that has been received from the NDIA
- whether proceeding to Appeal is the right option
- troubleshooting.

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.

NDIS Quality and Safeguards Commission – The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

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

Federal MPs - They support local constituents with issues under the Commonwealth Government.