



Enquiries, feedback and complaints

Our policy

Easy Read version



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this policy



A **policy** is a plan for how we should do things.

Policies are where rules come from.



The National Disability Insurance Agency (NDIA) wrote this policy.

When you see the word 'we', it means the NDIA.



We wrote this policy in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 30.



This Easy Read policy is a summary of another policy.

This means it only includes the most important ideas.



You can find the other policy on our website.

www.ndis.gov.au/contact/feedback-and-complaints



You can ask for help to read our policy.

A friend, family member or support person may be able to help you.

What's in this policy?

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What is this policy about?



We want to know what you think.



And we want you to feel safe when you tell us what you think.



This policy explains how you can make **enquiries**.

An enquiry is when you ask for information from someone.

In this document we just call them questions.



This policy also explains how you can give us **feedback**.

When you give feedback, you tell someone what:

- works well
- needs to be better.

This policy also explains how you can make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

This policy also explains how we will handle your:



- questions
- feedback
- complaints.

Who is this policy for?

This policy is for:



- people with disability who connect with the NDIS



- **participants** – people with disability who take part in the NDIS.



This includes the family members and carers of the participants.

This policy is also for our:



- partners – people who help connect people with disability to services and supports in their community



- our staff members



- **service providers.**

Service providers are people who support other people by delivering a service.



They can be an:

- organisation
- individual.

How to tell us what you think

You can tell us what you think if you need to:



- ask us a question
- give us feedback
- make a complaint.



You can tell us what you think in person at our NDIS offices.



You can find a list of our offices on our website.

www.ndis.gov.au/contact/locations



Or you can tell someone who works for the NDIS.

This includes your:



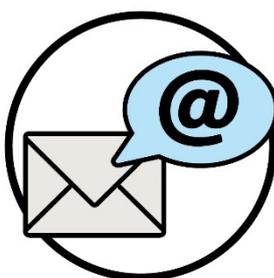
- **NDIA planner** – someone who makes new NDIS plans



- **local area coordinator** – someone who helps people with disability find and use services and supports

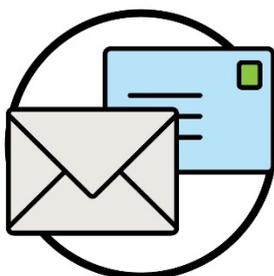


- **early childhood partner** – someone who supports children with disability and their families.



You can send us an email.

enquiries@ndis.gov.au



You can write to us.

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601.



You can fill out our online feedback form.

www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form



You can talk to us online using the webchat feature at the top of our website.

www.ndis.gov.au



You can also call us.

1800 800 110



If you are a service provider, you can use the online myplace Provider Portal.

You need to go to 'View Complaints and Enquiries'.

How to report fraud



When someone commits **fraud**, they do something that is not honest on purpose.

Fraud is a crime.



We want to protect the NDIS from fraud.



You should contact us if you think someone has committed fraud with NDIS **funding**.

Funding is the money in an NDIS plan that pays for supports and services.

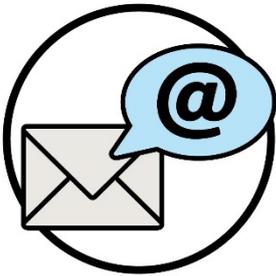


For example, someone might steal your NDIS funding to spend on themselves.



To report fraud, you can call the fraud helpline.

1800 650 717



You can also send an email.

fraudreporting@ndis.gov.au

Our principles



Principles are important ideas that we should always think about.



Our policy has 5 principles.

These principles help us make sure we do everything we can to manage your:



- questions
- feedback
- complaints.



Our principles support the NDIS Participant Service Charter.

This is a document that explains what you can expect from the NDIS.



Our principles also support the *National Disability Insurance Scheme Act 2013*.

This is a law that explains how the NDIS works.

Our 5 principles are:

1. We will be transparent



This means when you contact us, we will make it easy to understand our:

- information
- decisions.



2. We will be responsive

This means when you contact us, we will try to help you quickly.

3. We will be respectful



This means when you contact us, we will listen and treat you as an individual.

We will make sure you feel safe when you tell us something.



4. We will be empowering

This means when you contact us, we will use your feedback to improve the way we do things.

5. We will be connected



This means when you contact us, we will do our best to:

- answer your questions
- help you with your feedback or complaint.

Our responsibilities



Our responsibilities are things we must do.

This includes our staff members and partners.



For example, our staff members must protect your privacy when they manage information about you.

How we manage your questions, feedback and complaints

There are 8 steps we use to manage your:



- questions
- feedback
- complaints.

Step 1



We will tell you within one day that we have received your question, feedback or complaint.

Step 2

When we receive your question, feedback or complaint, we need to work out:



- what answer we can give you



- how we can help you with your problem.



We also need to record your question, feedback or complaint in our computer system.



If we think you might be at risk of harm, we will help you straight away.

Step 3



We will contact you within 2 days to let you know how we are managing your question, feedback or complaint.



We might ask you for more information to help us.

Step 4



The first staff member who you talk to will try to help you with your questions, feedback or complaints.



If we need more time, we will tell you:

- what we need to do
- who will contact you next.



We will help you with most problems within 21 days.

But some problems may take longer.

Step 5

We will make sure we keep in contact with you:



- each time we have an update



- until we find an answer to your questions



- until we can help you with your feedback or complaints.

Step 6



We will contact you when we finish managing your question, feedback or complaint.



If we need to, we will give you more information about what we did.

Step 7

We can tell you who to contact if you are not happy with:



- our decision



- how we managed your question, feedback or complaint.



This might include the **Commonwealth Ombudsman**.

The Commonwealth Ombudsman helps people if they have a problem dealing with government agencies.

Step 8

After we finish managing your question, feedback or complaint, we will check to see if:



- there is a bigger problem in the NDIS that needs our help



- we need to do anything else.

Our levels for questions, feedback and complaints

Level 1



There are some questions, feedback or complaints we can answer straight away.

One of our staff members might:



- give you more information



- talk to you



- give you an apology.

Level 2



There are some questions, feedback or complaints we need more time to try and help you with.



This means we might have another NDIA worker contact you.

This NDIA worker will have the right information about the problem to support you.

They might need to:



- learn more about your question, feedback or complaint



- ask other staff members for support to help them with the problem.

Level 3



There are some questions, feedback or complaints where we will need to ask more people to help you.

Our complaints team will help manage them.



Our complaints team might also need to ask:

- other staff members to help them with the problem
- for support from people outside of the NDIS.

If we can't help you with your question, feedback or complaint

If we can't help you with your question, feedback or complaint, we will tell you:



- why



- what we did



- who you can contact to help you.



We can't manage questions, feedback or complaints about service providers.



If you contact us about a service provider, we will still record it in our computer system.



But we will tell you to contact the **NDIS Quality and Safeguards Commission (NDIS Commission)**.

The NDIS Commission makes sure participants:



- are safe



- get good services.



When you contact us, we might get worried about:

- your safety
- the safety of others.

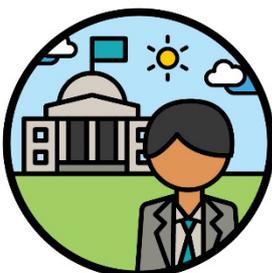


If this happens, we will tell the organisation that manages these problems, such as the police.



Sometimes questions, feedback or complaints are about something we can't help you with.

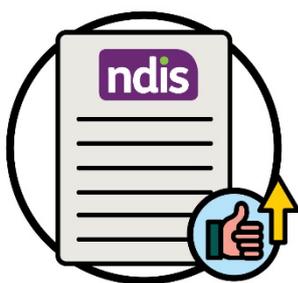
For example, if it is about another government organisation.



If this happens, we will tell the organisation that manages these problems.

For example, someone who works for the State Government.

Making sure the NDIS works well



When you give us feedback, it helps us make the NDIS better.

We will keep working on how we:



- report your feedback



- manage your feedback.

More information

For more information about this policy, please contact us.



You can send us an email.

enquiries@ndis.gov.au



You can also visit the NDIS website.

www.ndis.gov.au



You can call the NDIA.

1800 800 110



You can follow them on Facebook.

www.facebook.com/NDISAus

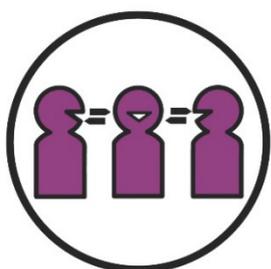
Support to talk to the NDIA



You can talk to the NDIA online using the webchat feature at the top of their website.

www.ndis.gov.au

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

This list explains what the **bold** words in this document mean.



Commonwealth Ombudsman

The Commonwealth Ombudsman helps people if they have a problem dealing with government agencies.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Early childhood partner

An early childhood partner is someone who supports children with disability and their families.



Enquiries

An enquiry is when you ask for information from someone.



Feedback

When you give feedback, you tell someone what:

- works well
- needs to be better.



Fraud

When someone commits fraud, they do something that is not honest on purpose.

Fraud is a crime.



Funding

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Local area coordinator

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NDIA planner

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- get good services.



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Participants are people with disability who take part in the NDIS.



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Policies are where rules come from.



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Principles are important ideas that we should always think about.



Service providers

Service providers are people who support other people by delivering a service.

They can be an:

- organisation
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