

On this page:

[Administrative Appeals Tribunal \(AAT\)](#)

[Australian Competition and Consumer Commission \(ACCC\)](#)

[Australian Human Rights Commission](#)

[Australian Federal Police](#)

[Australian Tax Office](#)

[Commonwealth Ombudsman](#)

[NDIS Quality and Safeguards Commission](#)

[Scamwatch](#)

[Services Australia](#)

[Useful state and territory contacts](#)

Administrative Appeals Tribunal (AAT)

The [AAT](#) conducts independent reviews of administrative decisions made under Commonwealth laws. This includes reviewing some decisions made by the NDIA.

If you are unhappy after the internal review of an NDIS decision, you can apply for an AAT review.

Australian Competition and Consumer Commission (ACCC)

The ACCC promotes competition and fair trade in markets to benefit consumers, businesses, and the community. This includes helping people to comply with Australian competition, fair trading, and consumer protection laws.

When you pay for supports using your NDIS funds, you have consumer rights. For more information [visit the ACCC website](#).

Australian Human Rights Commission

The [Australian Human Rights Commission](#) is an independent statutory organisation that protects and promotes human rights in Australia and internationally. This includes investigating and conciliating complaints of discrimination and allegations of human rights abuses.

Australian Federal Police

The [Australian Federal Police \(AFP\)](#) is responsible for:

- enforcing Commonwealth criminal law
- combating complex, transnational, serious and organised crime impacting Australia's national security and
- protecting Commonwealth interests from criminal activity in Australia and overseas.

If fraud or serious and organised criminal activity leads to the misuse of NDIS funds, we work with the AFP through the [NDIS Fraud Taskforce](#) to investigate and prosecute offenders.

Australian Tax Office

The [Australian Tax Office \(ATO\)](#) manages and shapes the tax and superannuation systems that support and fund services for Australia.

NDIS participants and providers are responsible for ensuring they meet their tax obligations. The ATO provides a range of supports to people with disability to help them meet their tax obligations.

Commonwealth Ombudsman

The [Commonwealth Ombudsman](#) protects the Australian community by helping people who feel they have been treated unfairly or unreasonably by an Australian Government agency.

If you are not satisfied with the outcome of a complaint against the NDIA, you can seek assistance from the Commonwealth Ombudsman.

The Commonwealth Ombudsman also manages the Public Interest Disclosure (PID) scheme.

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.

The NDIS Commission has a range of responsibilities including:

- responding to concerns, complaints and reportable incidents, including abuse and neglect of NDIS participants

- promoting choice and control, and working to empower participants to exercise their rights to access quality services as informed, protected consumers
- registering and regulating NDIS providers and overseeing the NDIS Code of Conduct and NDIS Practice Standards
- provide guidance and best practice information to NDIS providers on how to comply with their registration responsibilities
- monitoring the use of restrictive practices within the NDIS with the aim of reducing and eliminating such practices
- working in collaboration with states and territories to design and implement nationally consistent NDIS worker screening.

Scamwatch

[Scamwatch](#) provides information about how to recognise, avoid and report scams. It is run by the Australian Competition and Consumer Commission (ACCC).

If you are aware of a scam that is not related to the NDIS, you can report it to Scamwatch.

Services Australia

[Services Australia](#) are responsible for the delivery of services and payments on behalf of the Australian Government. This includes Centrelink, Medicare and child support.

If you have any problems with Medicare or Centrelink, Services Australia can help you.

Useful state and territory contacts

Australian Capital Territory (ACT)

- [ACT Human Rights Commission](#)
- [ACT Ombudsman](#)
- [Australian Federal Police](#)

New South Wales (NSW)

- [NSW Ombudsman](#)
- [NSW Police](#)

Northern Territory (NT)

- [NT Health and Community Services Complaints Commission](#)
- [NT Ombudsman](#)
- [NT Police](#)

Queensland (QLD)

- [QLD Ombudsman](#)
- [QLD Police](#)

South Australia (SA)

- [SA Health and Community Services Complaints Commissioner](#)
- [SA Ombudsman](#)
- [SA Police](#)

Tasmania (TAS)

- [TAS Health Complaints Commissioner](#)
- [TAS Ombudsman](#)
- [TAS Police](#)

Victoria (VIC)

- [VIC Disability Services Commissioner](#)
- [VIC Ombudsman](#)
- [VIC Police](#)

Western Australia (WA) and the Indian Ocean Territories

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- [WA Health and Disability Services Complaints Office](#)
 - [WA Ombudsman](#)
 - [WA Police](#)
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This page current as of
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