



National Disability Insurance Scheme (NDIS) Things you should know 5 What if I am not happy with the NDIS?



People want to know what you think about the NDIS.

When you get the NDIS:

- you can say if things are good.
- you can say if things are bad.

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You can tell the National Disability Insurance Agency (NDIA) if things are bad.

The NDIA is the agency that manages the NDIS.



You can tell them what you want fixed.



You may not be happy about something the NDIA has said.

You can ask them to look at what they said again.

This is called a review.



You may not be happy about something that has happened.

Like what a service provider has done.



You can say what you want to happen.



There are lots of ways you can tell the NDIA.

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- You can go to the NDIA office and talk to someone.

They can help you.



- You can phone the NDIA.

The number is 1800 800 110



- You can send an email.

The email is
feedback@ndis.gov.au



- You can post a letter.

The address is:
NDIS GPO Box 710
Canberra ACT 2601



- You can fill in a form.

You can get a copy at the NDIS office.



Someone from the NDIA should contact you to talk about what you want fixed.



You can contact the NDIA again if you do not hear from anyone after you complain.



If you do not think the NDIA has fixed your problem you can talk to someone else.



If your problem is about things like what a services provider has done you can tell the Ombudsman.

You can call the Ombudsman on 1300 362 072

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If your problem is about a decision made by the NDIA you can talk to a tribunal called the Administrative Appeals Tribunal.



You can call the Administrative Appeal Tribunal on
1800 800 110



Make sure that you say as soon as you think something is not ok.



Keep a note of what you do when you say you are not happy.

You can get help from My Choice Matters if you do not know what to do.



Make sure that you say if you are not happy.

Contact details



My Choice Matters
Level 2, 418 Elizabeth Street Surry Hills, NSW
2010



www.mychoicematters.org.au



info@mychoicematters.org.au



1800 144 653 or (02) 922112605



/mychoicematters



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