



Easy Read Guide

How to make a complaint to the NDIS Commission



This guide talks about things that may make you feel upset or uncomfortable.

It is important that you feel safe and know that it is ok to make a complaint. When people talk about what is not working it helps things get better.

This guide has information about how to make a complaint.

This guide has words that you may not know or understand.

We will try to explain them in a way to help you to understand.

Some words that are used are

NDIS Commission

or
The Commission

This is a government department that helps people with a disability when things go wrong.



They set rules that a business or person that supports people with a disability has to follow.

National Disability Insurance Scheme



This is the Government department that gives money to people with a disability to be able to spend time with friends, get a job and be independent.

Making a Complaint

When you tell the NDIS Commission that something has gone wrong and you ask them to help you.

Investigation

This means that someone will ask people questions to find out what happened and who is responsible.

Interpreter



Someone who speaks your language or understands how you communicate and can understand what you are saying.

Advocate

Someone who speaks up for you and your rights.

Consent

Saying that it is ok or that you agree for someone to do something for you and speak to other people about what is happening to you

Confidential

We won't tell anyone your private information unless you say it is ok to do so.

To make a complaint to the NDIS Commission you can

Call them on



1800 035 544



Send them an email to

contactcentre@ndiscommission.gov.au



Fill in a form on the NDIS Quality and Safeguards Commission website - [How to make a complaint | NDIS Quality and Safeguards Commission](#)

Look for this button

Make a complaint by completing the complaint contact form here

You will be asked to tell the Commission some information



To be able to fix the problem, the Commission will ask you for some information or details.

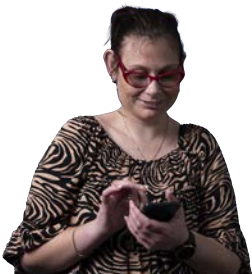
They need to know what happened, who the person was, and when it happened.

If you make a complaint you don't have to tell the Commission your name but it will help when they are working out what they need to do.

What the Commission will do



When the Commission get your complaint, they will let you know that they have it.



The Commission will look into the problem by talking to people to find out what happened.

The investigation will be fair and as quick as possible.



When the investigation is finished the Commission will make a plan for the best way to fix the problem.



When they are finished the Commission will let you know what happened and check if you are happy.



If you are unhappy with what the Commission tells you, there are things you can do.

You can ask for help to tell the Commission you are not happy by talking to an Advocacy organisation or someone at P2P.

Contact Information



If you want to ask a question about this guide you can contact: the Parent to Parent Chief Executive Officer (CEO) by sending an email to manager@p2pqld.org.au