NDIS CLIENTS

COMPLAINTS PROCEDURE

Under the NDIS, a participant has the same rights to consumer law as if they were using their own money for services. This includes the same rights to refunds, replacement and repairs.

A participant has a right to have expectations that all services provided are professional, timely and fully satisfy what is outlined in the Service Agreement.

**If you have concerns or a problem with the service:**

1. Please contact your support co-ordinator to discuss, and please contact Dene for an opportunity to discuss any problem or concern by phone or in person. You can explain what the problem is, and how you would like it to be resolved. If you prefer, you can make contact via email or letter.

* Therapie will respond and provide clear written communication on a proposed course of action to remedy the problem.
* A summary of the actions/ outcome will be provided in writing for your review.
* An agreement will be sought to ensure that the issue has been resolved to your satisfaction.

1. If you still have a problem, you can discuss with your Support Co-ordinator and / or contact an external disability advocacy service

The following services are available in South Australia.

**Disability Advocacy and Complaints Service of SA Inc (DACSSA)**

DACSSA provides advocacy services for people with disability and their families. They are a not for profit organisation dedicated to providing an effective, respectful and culturally competent service.

Telephone: (08) 7122 6030

Rational Relay Service: 1800 555 630

**Disability Rights Advocacy Service Inc**. (formally known as MALSSA)

DRAS mission is to safeguard and promote the rights and interest of people with a disability, their families and carers. The organisation provides free services as part of the national network of disability advocacy organisations.

Their ‘Individual Advocacy’ Program can be utilisedto represent people on a one-to-one basis to resolve their individual concerns

Telephone: (08) 8351 9500

Email: [admin@dras.com.au](mailto:admin@dras.com.au)

**NDIA**

Feedback / complaints can be made directly to the NDIA

Telephone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Online complaint form: <https://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form.html>

Mail: GPO Box 700  
Canberra ACT 2601

NDIS advises that it is also possible to visit one of their offices in person

**Concerns regarding invoicing**

If you are concerned about how your funding is being spent, you can request an itemised invoice or detailed breakdown of costs within 30 days of receiving a bill. You are entitled to request this under Australian consumer law.

If you believe there has been fraud or misuse of your funding, you can report these concerns to the NDIA

Email: fraudreporting@ndis.gov.au

Telephone: 1800 650 717 and ask for the Scheme Integrity Team

**Concerns regarding professional misconduct**

All services are covered under AHPRA and the Occupational Board of Australia, which protects the rights of the public and consumer to safe and appropriate services from registered practitioners.

More information, and to contact AHPRA see AHPRA.gov.au