How to complain about a service

The NSW Ombudsman and
the National Disability Insurance Scheme (NDIS)
This fact sheet is about the
- NSW Ombudsman
- National Disability Insurance Scheme
- National Disability Insurance Agency.

In this fact sheet we say
- the NDIS
- the NDIA.

You can complain to the NSW Ombudsman about a support or service you get through the NDIS. Complain or complaint means to say you are not happy.

We will try to help
- you
  and
- the service
to fix the problem.
We will make sure your service

- understands what made you unhappy
- works with you to fix the problem.

What can you complain about?

You can complain about any problem with

- the support you get
- the service you get.

For example,

- your service changes
- you do not get the same support as before
- your service will not fix a problem.
Who can complain to the NSW Ombudsman?

Anyone can complain to the NSW Ombudsman. For example,
- you
- a family member
- a carer
- staff who work with you
- a guardian
- an advocate
- anyone in the community.

What happens when you complain?

We want to fix the problem quickly.

We will
- talk about the problem
- try and fix the problem with you and your service.
Can you complain about the NDIA to the NSW Ombudsman?

We can **not** take a complaint about the NDIA.

If you are unhappy about

- NDIA staff
- your NDIA funding

you should contact the NDIA.

We can help you contact the NDIA.

Call 1800 800 110

Visit your local office.
Go to the website
www.ndis.gov.au/feedback

What else can you do?
You can complain about the NDIA to the
Commonwealth Ombudsman.

Call 1300 362 072

Visit the Commonwealth Ombudsman website
www.ombudsman.gov.au
More information about the NSW Ombudsman

You can contact us
Monday to Friday 9am - 4pm.

Call
02 9286 1000
1800 451 524 - outside Sydney city area

Email
nswombo@ombo.nsw.gov.au

Visit
Make an appointment first.
To make an appointment
• call
  or
• email.
Then come to
Level 24, 580 George Street
Sydney NSW 2000
Website
www.ombo.nsw.gov.au

Fax
02 9283 2911

TTY telephone
02 9264 8050

Telephone Interpreter Service (TIS)
131 450
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Scope’s Communication and Inclusion Resource Centre wrote the Easy English. May 2015 www.scopevic.org.au
To see the original contact the NSW Ombudsman.

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