



ndis National Disability
Insurance Scheme

How to complain about a service

The NSW Ombudsman and
the National Disability Insurance Scheme (NDIS)



Easy English 2015

 **Ombudsman**
New South Wales

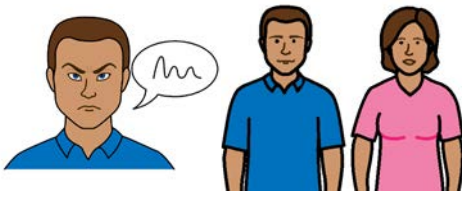


This fact sheet is about the

- NSW Ombudsman
- National Disability Insurance Scheme
- National Disability Insurance Agency.

In this fact sheet we say

- the NDIS
- the NDIA.

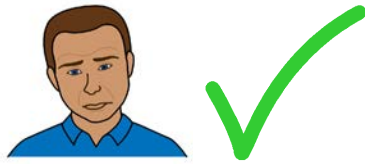


You can **complain** to the NSW Ombudsman about a support or service you get through the NDIS. Complain or complaint means to say you are **not** happy.



We will try to help

- you
 - and
 - the service
- to fix the problem.

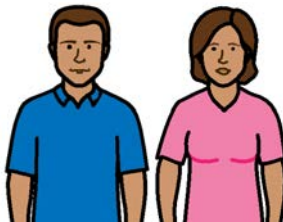


We will make sure your service

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



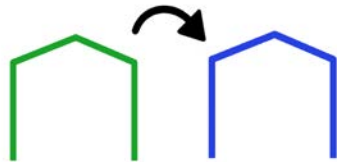
What can you complain about?



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

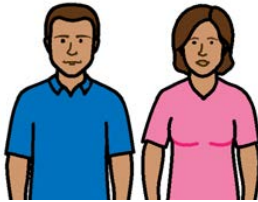
- talk about the problem
- try and fix the problem with you and your service.



Can you complain about the NDIA to the NSW Ombudsman?



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



If you are unhappy about

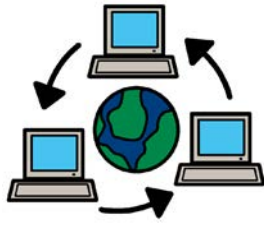
- NDIA staff
 - your NDIA funding
- you should contact the NDIA.



We can help you contact the NDIA.



Call 1800 800 110



Go to the website

www.ndis.gov.au/feedback

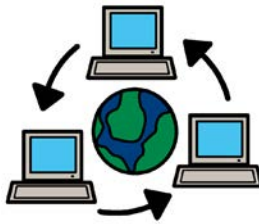


What else can you do?

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

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Visit

Make an appointment first.

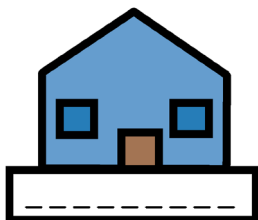
To make an appointment

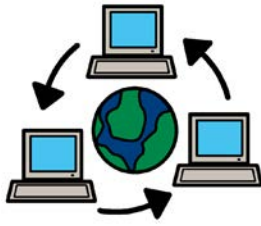
- call
- or
- email.

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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