

# Lifestart Fact Sheet

## External Complaints Agencies



### Introduction

Lifestart welcomes the opportunity to resolve your complaint directly, however you may also approach one of these external organisations for assistance.

National Services	What they provide
<p><a href="#">NDIS Quality and Safeguards Commission</a></p> <p>Ph: 1800 035 544 TTY: 133 677 National Relay Service: 1300 555 727 Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a> Online form: <a href="#">Complaint Contact Form</a></p>	<p>Deals with complaints about NDIS services or supports that were not provided in a safe and respectful way, or were not delivered to an appropriate standard.</p>
<p><a href="#">National Disability Insurance Agency (NDIA)</a></p> <p>Phone: 1800 800 110 TTY: 1800 555 677 then ask for 1800 800 110 National Relay Service: 1300 555 727 Email: <a href="mailto:feedback@ndis.gov.au">feedback@ndis.gov.au</a></p>	<p>To give feedback to the NDIA about products and services, including Early Childhood Early Intervention Partners, or to request a review about a decision made by the NDIA concerning your plan.</p>
<p><a href="#">Commonwealth Ombudsman</a></p> <p>Phone: 1300 362 072 Indigenous Line: 1800 060 789 TTY: 133 677 then ask for 1300 362 072 National Relay Service: 1300 555 727 Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Online form: <a href="#">Make a Complaint</a></p>	<p>Deals with complaints about the NDIA's actions or decisions.</p>
<p><a href="#">National Disability Abuse &amp; Neglect Hotline</a></p> <p>Ph: 1800 880 052 National Relay Service: 1800 555 677</p>	<p>Telephone support to anyone who wants to report abuse and neglect of people with disability.</p>
<p><a href="#">Australian Human Rights Commission</a></p> <p>Phone: 02 9284 9888 Complaints Infoline: 1300 656 419 TTY: 1800 620 241 Email: <a href="mailto:complaintsinfo@humanrights.gov.au">complaintsinfo@humanrights.gov.au</a></p>	<p>Resolves complaints about discrimination or breaches of human rights under federal laws.</p>
<p><a href="#">Complaints Resolution and Referral Service</a></p> <p>Ph: 1800 880 052 TTY: 1800 301 130 National Relay Service: 1800 555 677</p>	<p>Reviews complaints about services funded under the Commonwealth Disability Services Act - Disability Employment Services (DES), Australian Disability Enterprises (ADE) and Advocacy services.</p>

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NSW Services	What they provide
<p><a href="#">NSW Fair Trading</a></p> <p>Phone: 13 32 20 Phone: 02 9619 8671 TTY: 1300 723 404 Online form: <a href="#">Complaint Form</a></p>	<p>Deals with complaints about a product or service bought from a NDIS provider of disability supports.</p>
<p><a href="#">NSW Ombudsman</a></p> <p>Phone: (02) 9286 1000 TTY: 133 677 Toll Free: 1800 451 524 Email: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a></p>	<p>Deals with complaints about community service providers, including NSW disability services, supported accommodation services, home and community care services, child protection services, and out-of-home care services for children/ young people.</p>
<p><a href="#">NSW Ombudsman Aboriginal Unit</a></p> <p>TTY: 133 677 Toll Free: 1800 451 524 Email: <a href="mailto:AU@ombo.nsw.gov.au">AU@ombo.nsw.gov.au</a></p>	<p>Support and assistance to Aboriginal people to make a complaint - especially in relation to community services, housing, disability and Aboriginal agencies such as land councils (local and state), Aboriginal Housing Office and Registrar Aboriginal Land Rights Act.</p>
<p><a href="#">NSW Anti-Discrimination Board</a></p> <p>Phone: 02 9268 5544 Toll Free: 1800 670 812 Email: <a href="mailto:complaintsadb@agd.nsw.gov.au">complaintsadb@agd.nsw.gov.au</a></p>	<p>Investigates complaints about the types of discrimination covered by the NSW Anti-Discrimination Act.</p>
<p><a href="#">Multicultural Disability Advocacy Association</a></p> <p>Phone: 02 9891 6400 Toll Free: 1800 629 072 Telephone Interpreter Service: 13 14 50 Email: <a href="mailto:mdaa@mdaa.org.au">mdaa@mdaa.org.au</a></p>	<p>Advocacy support for people from Culturally and Linguistically Diverse (CALD) and non-English speaking (NES) backgrounds with disability, their families and carers.</p>
<p><a href="#">Intellectual Disability Rights Service</a></p> <p>Phone: 02 9318 0144 Toll Free: 1300 665 908 Email: <a href="mailto:info@idrs.org.au">info@idrs.org.au</a></p>	<p>A specialist legal information and advocacy service for people with intellectual disability.</p>
<p><a href="#">NSW Health Care Complaints Commission</a></p> <p>Phone: 02 9219 7444 Toll Free: 1800 043 159 Email: <a href="mailto:hccc@hccc.nsw.gov.au">hccc@hccc.nsw.gov.au</a></p>	<p>The Commission receives and deals with complaints about individual health providers such as doctors, optometrists and acupuncturists, and health service organisations, such as hospitals in NSW.</p>