

External Complaints Agencies

Fact Sheet

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>NDIS Quality and Safeguards Commission</p> <p>Ph: 1800 035 544 TTY: 133 677 National Relay Service: 1300 555 727 Email: contactcentre@ndiscommission.gov.au Online form: Complaint Contact Form</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>National Disability Insurance Agency (NDIA)</p> <p>Phone: 1800 800 110 TTY: 1800 555 677 then ask for 1800 800 110 National Relay Service: 1300 555 727 Email: feedback@ndis.gov.au</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>Commonwealth Ombudsman</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: ombudsman@ombudsman.gov.au Online form: Make a Complaint</p>	<p>Deals with complaints about the NDIA's actions or decisions.</p>
<p>National Disability Abuse & Neglect Hotline</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>Australian Human Rights Commission</p> <p>Phone: 02 9284 9888 Complaints Infoline: 1300 656 419 TTY: 1800 620 241 Email: complaintsinfo@humanrights.gov.au</p>	<p>Resolves complaints about discrimination or breaches of human rights under federal laws.</p>
<p>Complaints Resolution and Referral Service</p> <p>Ph: 1800 880 052 TTY: 1800 301 130 National Relay Service: 1800 555 677 Online form: Complaint Form</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>

NSW Services	What they provide
<p>NSW Fair Trading</p> <p>Phone: 13 32 20 Phone: 02 9619 8671 TTY: 1300 723 404 Online form: Complaint Form</p>	<p>Deals with complaints about a product or service bought from a NDIS provider of disability supports.</p>
<p>NSW Ombudsman</p> <p>Phone: (02) 9286 1000 TTY: 133 677 Toll Free: 1800 451 524 Email: nswombo@ombo.nsw.gov.au</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>NSW Ombudsman Aboriginal Unit</p> <p>TTY: 133 677 Toll Free: 1800 451 524 Email: AU@ombo.nsw.gov.au</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>NSW Anti-Discrimination Board</p> <p>Phone: 02 9268 5544 Toll Free: 1800 670 812 Email: complaintsadb@justice.nsw.gov.au</p>	<p>Investigates complaints about the types of discrimination covered by the NSW Anti-Discrimination Act.</p>
<p>Multicultural Disability Advocacy Association</p> <p>Phone: 02 9891 6400 Toll Free: 1800 629 072 Telephone Interpreter Service: 13 14 50 Email: mdaa@mdaa.org.au</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>Intellectual Disability Rights Service</p> <p>Phone: 02 9265 6300 Toll Free: 1300 665 908 Email: info@idrs.org.au</p>	<p>A specialist legal information and advocacy service for people with intellectual disability.</p>
<p>NSW Health Care Complaints Commission</p> <p>Phone: 02 9219 7444 Toll Free: 1800 043 159 National Relay Service: 133 677 Email: hccc@hccc.nsw.gov.au</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>