



Making Complaints

This leaflet is to offer you some brief information about how to advocate for yourself by making a complaint

If you want to complain about disability services that are funded through the NDIS, you should contact the NDIS Quality and Safeguards Commission. Contact details are below.

Before contacting an outside agencies such as those listed below, you should try to use the complaints procedure of the organisation you dealt with. All agencies providing disability and health-related services must have complaints procedures that protect people who make a complaint.

NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/> Ph: 1800 035 544

Contact the NDIS Commission if you have a complaint about NDIS Services. The NDIS Commission is independent of the National Disability Insurance Agency and Scheme.

Complaints Resolution and Referral Service (CRRS)

<https://www.jobaccess.gov.au/complaints/crrs> Ph: 1800 880 052

The Complaints Resolution and Referral Service is a free service for people with disability who are users of Australian Government funded: Disability Employment Services (DES); Australian Disability Enterprises (ADE); and/or Disability Advocacy services.

National Disability Abuse and Neglect Hotline

<https://www.jobaccess.gov.au/complaints/hotline> Ph: 1800 880 052 E: hotline@workfocus.com

The National Disability Abuse and Neglect Hotline (The Hotline), is a free, independent and confidential service for reporting abuse and neglect of people with disability.

Anyone can contact the Hotline, including family members, friends, service providers or a person with disability.

The Hotline works with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability.

The Hotline is not a crisis service. In case of life threatening situations call 000 for attendance by Ambulance, Fire or Police services. If you think a crime has been committed or is being committed, contact your local police.

Department of Social Services (DSS) Complaints

<https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page>

Ph: 1800 634 035

Contact DSS with complaints that cannot be investigated by the NCSL of CRRS, as well as complaints about either of those services or Job Access.

National Customer Service Line (NCSL)

www.jobaccess.gov.au/complaints/ncsl Ph: 1800 805 260

Contact the NCSL to request a transfer to another Job Access provider.

Health and Community Services Complaints Commissioner (SA)

<https://www.hcsc.sa.gov.au/> Ph: 1800 232 007 E: info@hcsc.sa.gov.au

Help with complaints about health and community services. Can also provide advice to service providers about ways to manage complaints.

Help for you to make an independent complaint or report.

If you have a hearing and/or speech impairment, you can contact the [National Relay Service](#) (NRS). You can call 1800 555 677 or go to their Make-a-Call page at: <https://internet-relay.nrscall.gov.au/>. You can request that they call the number for the relevant service and relay your complaint.

If you need a language interpreter, you can call the [Translating and Interpreting Service](#) (TIS National) by phoning 131 450. TIS will put you through to any of the numbers listed above.

If it's an emergency

None of the services listed above are for use in an emergency. If a person is in immediate danger, call Emergency Services on 000.

If you think a situation is a police matter, but doesn't need emergency attendance, call the police on 131 444

If a child is being abused or neglected, in SA you should call the [Child Abuse Report Line](#) (CARL) on 131 478.

In SA, if the issue relates to domestic violence or sexual assault you should the 24 hour Domestic Violence Crisis Line on [1800 800 098](tel:1800800098) for crisis counselling, support and referral to safe accommodation. Phone 1800RESPECT on [1800 737 732](tel:1800737732) for sexual assault, domestic and family violence counselling. Call the [Women's Information Service](#) on [8303 0590](tel:83030590) for referrals to domestic violence services and for safety information.

Disclaimer – the information given here is of a general nature only and you should seek clarification of any statements made (last updated 27/09/2019)