

GETTING THE MOST OUT OF YOUR NDIS PLAN

FACT SHEET # 8

Individual Advocacy and Making Complaints About the NDIA

Individual Advocacy

As a person with a disability, a family member or carer, you might like support with advocacy or advice on individual circumstances related to your disability needs. You can seek advice or advocacy from an organisation funded to do this.

There are advocacy organisations in each state. Here are a few

- Disability Advocacy Network Australia (DANA) dana.org.au
- Disability Australia Hub disabilityaustraliahub.com.au
- Disability Advocacy NSW da.org.au 1300 365 085
- Disability Advocacy Resource Unit (Vic) daru.org.au
- Advocacy Tasmania advocacytasmania.org.au
- Disability Advocacy & Complaints Service SA dacssa.org.au
- Queensland Advocacy Incorporated qai.org.au
- People with Disability WA pwdwa.org.au
- Disability Advocacy NT nt.gov.au/wellbeing/disability-services/disability-advocacy

You can also use the Department of Social Services (DSS) **Disability Advocacy Organisation Finder** at disabilityadvocacyfinder.dss.gov.au/disability/ndap/ or, Google “Disability advocacy city/town” where you would substitute your own city/town name and find organisations near you. Some are disability type specific and some are generic.

Members of **AFDO** (Australian Federation of Disability Organisations) are disabled peoples organisations and some provide individual advocacy. They can be found on AFDO’s website.

The **Disability Gateway** connects people with disability to information and services nationally, including advocacy organisations in each state. Go to disabilitygateway.gov.au and search for ‘advocacy’. You can also phone the Disability Gateway on 1800 643 787

Any organisation that receives National Disability Advocacy Program funding can provide support with making NDIS appeals. Google ‘NDIS appeals’ to find an organisation near you.

Making Complaints About the NDIA

It is important to consider providing feedback directly to the NDIA. They can only address issues they know about. Making a complaint to the NDIA is different from requesting an internal review. You can make a formal complaint at any time to the NDIA. You might wish to complain about your treatment by the NDIA during the internal review process, or you are unhappy with something else to do with the NDIS. To make a complaint go to ndis.gov.au and click ‘Contact Us’ for information about feedback and complaints. You can also make a complaint over the phone, in person at an NDIS office or email feedback@ndis.gov.au.

DISABILITYLOOP.ORG.AU

TO CONTACT THE NDIS
FOR MORE INFORMATION:

WWW.NDIS.GOV.AU
1800 800 110



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