

FREE GUIDE

Complaints and your rights

How to raise a concern about NDIS or aged care support, who to call, and how to get an advocate on your side.

If something about your support doesn't feel right, it can be hard to say so, especially when you rely on the person you're worried about. You have the right to safe, respectful support, and the right to say so when it isn't. Raising a concern isn't making trouble. It's how problems get fixed, for you and for the next person. This guide covers the NDIS and aged care, in the order most people take.

If someone is in danger, call 000

If a life might be at risk, or a person could be seriously hurt, call triple zero (000). If a person with disability could be harmed soon but it isn't an emergency, call the NDIS Commission straight away on 1800 035 544.

Step 1: Raise it with the provider, if you feel comfortable

Both commissions say that talking to the provider is often the quickest way to sort things out. You don't have to, though, especially if you don't feel safe.

The NDIS Commission says your NDIS provider must make you feel safe to raise concerns, deal with them quickly, not threaten you for complaining, and help you report to the Commission when needed. In aged care, the Aged Care Quality and Safety Commission says a provider can't punish you or treat you differently for raising a concern.

How to give Kinship feedback or make a complaint:
kinshipunitingservices.com/complaints-and-feedback/

Step 2: Write it down

The Aged Care Quality and Safety Commission's tips work for any complaint:

- Write down your concerns, so they're in a logical order and you have a record.
- Stick to the facts of what happened.
- Include names, dates and places, as soon as you can.
- Be clear about what you want: an apology, an explanation, a change in practice, or a plan so it doesn't happen again.

Keep copies of invoices, rosters, messages and your service agreement. If you call anyone, note the date, the person's name and any reference number.

Step 3: NDIS: contact the NDIS Quality and Safeguards Commission

The NDIS Commission handles concerns about the quality and safety of NDIS supports, from registered and unregistered providers and workers. That includes neglect or abuse, supports that stop or are poor quality, a provider not responding to complaints, unfair pricing, privacy breaches and suspected misuse of NDIS funds.

- **Phone:** 1800 035 544 (free from landlines), Monday to Friday, 9am to 5pm (7:30am to 3:30pm in WA). TTY 133 677. Interpreters can be arranged.
- **National Relay Service:** ask for 1800 035 544.
- **Online:** the 'Report an issue' form on ndiscommission.gov.au.
- **Post:** NDIS Quality and Safeguards Commission, PO Box 210, Penrith NSW 2751.

You can report anonymously or confidentially. If you're unhappy with the Commission's decision, you can ask for a reconsideration within 42 days, and after that you can raise it with the Commonwealth Ombudsman.

The Commission doesn't handle your NDIS plan, funding or NDIA decisions. For those, contact the NDIA on 1800 800 110. To report suspected fraud, call the NDIS fraud reporting and scams helpline on 1800 650 717.

Step 4: Aged care: contact the Aged Care Quality and Safety Commission

If talking to your aged care provider hasn't helped, or you don't feel comfortable doing it, call the Complaints Commissioner at the Aged Care Quality and Safety Commission on 1800 951 822. It's free, anyone can complain, and you don't have to speak to the provider first.

You can choose how involved you want to be:

- **Open:** your name is shared, you get updates and can take part in the process.
- **Confidential:** the Commission knows who you are but takes reasonable steps not to reveal it to the provider.
- **Anonymous:** nobody knows who you are, but the Commission can't update you on the outcome.
- **Feedback:** tell them about a concern without being involved in how it's handled.



For a complaint about My Aged Care itself, call 1800 200 422.

Step 5: Get an advocate on your side

An independent disability advocate can speak, act or write on behalf of a person with disability. They're independent of the NDIA, the NDIS Commission and all NDIS providers, and registered NDIS providers must cooperate with them. Find one through the Disability Advocacy Finder.

For aged care, the Older Persons Advocacy Network (OPAN) offers free, independent and confidential support. Call the Aged Care Advocacy Line on 1800 700 600, Monday to Friday 8am to 8pm and Saturday 10am to 4pm.

A family member or friend can also help you raise a concern with either commission.

Disability Advocacy Finder: askizzy.org.au/disability-advocacy-finder

Older Persons Advocacy Network: open.org.au/

Your complaint checklist

- ☐ If anyone is in immediate danger, call 000.
- ☐ Write down what happened, when, where and who was involved.
- ☐ Keep copies of invoices, rosters, messages and your service agreement.
- ☐ Decide what outcome you want.
- ☐ Raise it with the provider, if you feel safe to.
- ☐ Note the date, the person you spoke to and any reference number.
- ☐ NDIS concern not fixed? Call the NDIS Commission on 1800 035 544.
- ☐ Aged care concern not fixed? Call the Aged Care Quality and Safety Commission on 1800 951 822.
- ☐ Ask for an advocate if you'd like support.
- ☐ Keep your complaint reference number somewhere safe.



How Kinship can help you with this

We understand that raising a concern can feel risky. You might worry about upsetting someone you rely on, or about losing support altogether. You have the right to speak up, and a good provider makes that easy.

Here's how to reach us, how to check us, and what to do if you're thinking about a fresh start with a different provider.

Why families trust us

- Registered NDIS provider, registration number 4-GWVHCEY. You can check it on the NDIS Commission's Provider Register
- Operating in disability and aged care since 2017
- The same support worker every visit, with carer updates as standard
- Hundreds of clients and families supported

Here's how we can help

- **Tell us directly.** Use our complaints and feedback page to tell us what happened. You can also go straight to either commission at any time. kinshipunitingservices.com/complaints-and-feedback/
- **Check us first.** Registered providers must show they meet the NDIS Practice Standards, and every provider must follow the NDIS Code of Conduct. Our registration number is 4-GWVHCEY. kinshipunitingservices.com/how-to-check-if-ndis-provider-is-registered/
- **If you decide to change providers.** You can change NDIS providers at any time. If you'd like to talk about starting with us, we'll listen first, with no pressure. Our NDIS supports include daily living, community participation, SIL, respite and high intensity support. kinshipunitingservices.com/ndis-disability-services/
- **Aged care and private help.** Kinship provides CHSP domestic assistance in Northern Sydney and the Southern Highlands, and anyone can book our private services. Other aged care services are available via referral or partners. kinshipunitingservices.com/aged-care-sydney/

Come and talk to us. If you'd like us to help with this, call 0437 733 744 and we'll talk it through. You can also email info@kinshipunitingservices.com, or send us a message at kinshipunitingservices.com/get-support.

Questions people ask

Do I have to complain to the provider first?

No. Both commissions say talking to the provider is often quickest if you feel comfortable, but you can go straight to the NDIS Commission or the Aged Care Quality and Safety Commission.



Can I make a complaint anonymously?

Yes. The NDIS Commission accepts anonymous and confidential reports, and the Aged Care Quality and Safety Commission accepts open, confidential and anonymous complaints. If you stay anonymous, they can't tell you the outcome.

Can a provider stop my services because I complained?

Providers must not threaten you for raising a concern. The NDIS Commission says NDIS providers must not threaten you for complaining, and the Aged Care Quality and Safety Commission says aged care providers can't punish you or treat you differently for raising a concern.

Who do I contact about my NDIS plan or funding?

The NDIA, on 1800 800 110. The NDIS Commission handles the quality and safety of supports, not plans, funding or NDIA decisions.

How long does an NDIS Commission complaint take?

It depends on the issue. The NDIS Commission assesses each report against clear risk criteria, and urgent safeguarding concerns are acted on quickly. It will let you know how it dealt with your complaint.

What can an advocate do?

An independent advocate can speak, act or write on your behalf, explain your rights and options, and support you when you raise a concern. Disability advocates can be found through the Disability Advocacy Finder, and older people can call OPAN on 1800 700 600.

What if I disagree with the NDIS Commission's decision?

Ask for a reconsideration within 42 days by calling 1800 035 544 or emailing reconsideration@ndiscommission.gov.au. After that, you can raise it with the Commonwealth Ombudsman.

How do I make a complaint to Kinship?

Use our complaints and feedback page, call 0437 733 744 or email info@kinshipunitingservices.com. You can also go straight to the NDIS Commission or the Aged Care Quality and Safety Commission at any time.

Can I change to Kinship if I'm unhappy with my provider?

You can change NDIS providers at any time. If you'd like to talk about starting with Kinship, call 0437 733 744 and we'll talk it through, with no pressure. If someone has been harmed or is at risk, report it to the NDIS Commission on 1800 035 544 as well.

Sources

NDIS Commission: Report an issue or make a complaint: <https://www.ndiscommission.gov.au/complaints/report>

NDIS Commission: After you report an issue: <https://www.ndiscommission.gov.au/complaints/after-report>

NDIS Commission: Help from an advocate: <https://www.ndiscommission.gov.au/complaints/help-advocate>

Disability Advocacy Finder (Ask Izzy): <https://askizzy.org.au/disability-advocacy-finder>



Aged Care Quality and Safety Commission: How to raise a concern:

<https://www.agedcarequality.gov.au/contact-us/complaints-feedback/how-raise-concern>

My Aged Care: Making a complaint: <https://www.myagedcare.gov.au/making-a-complaint>

Older Persons Advocacy Network (OPAN): <https://opan.org.au/>

NDIS: How to take steps when something is wrong: <https://www.ndis.gov.au/participants/working-providers/your-rights-and-responsibilities/how-take-steps-when-something-wrong>

Ready to talk? We're here.

If you'd like us to help with anything in this guide, call and we'll talk it through. No forms and no pressure.

0437 733 744

or 0424 756 143

Email info@kinshipunitingservices.com

Website kinshipunitingservices.com/get-support

Office 39 Victory Road, Colebee NSW 2761

Deaf, or have a hearing or speech impairment? Contact us through the National Relay Service: Speak & Listen 1300 555 727, TTY 133 677, SMS relay 0423 677 767.

Registered NDIS provider 4-GWVHCEY · Operating in disability and aged care since 2017