

Individual Advocacy and Making Complaints About the NDIA

Individual Advocacy

As a person with a disability, or a family member or carer, you may wish to get support with advocacy or advice on your individual circumstances related to your disability needs. If you are wanting this, you may like to seek advice or advocacy from an organisation funded to do this.

You could find one by either searching on the web site of the Disability Advocacy Resource Unit (DARU) at: www.daru.org.au

or look for a disability advocacy organisation through the Department of Social Services (DSS) finder at: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Note that the DARU listing of advocacy organisations is mainly Victorian focused but also has national organisations with some being cross disability and some being disability specific.

Alternatively, you could do a Google search for “Disability advocacy city/town” where you would substitute your own city/town name and find organisations near you that do advocacy. Some are disability type specific and some are generic.

Members of AFDO (Australian Federation of Disability Organisations) are disabled peoples organisations and are a mix of disability specific and cross disability organisations and provide individual advocacy. They can be found on AFDO’s web site at: www.afdo.org.au

Families may also like to reach out to a carer’s organisation in their home state for support, such as Carers Victoria or Carers Queensland.

Any organisation that has received NDAP (National Disability Advocacy Program) funding, has been funded to provide support with making NDIS related appeals. Doing a Google search for “NDIS appeals” will help with finding such organisations and will also provide information about appealing NDIS decisions.

Making complaints about the NDIA

It is important to also provide feedback directly to the NDIA as they can only address things they have been notified 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. For example, 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 about the NDIA, you can go to the website: www.ndis.gov.au and go to the “contact us” link where there is information about feedback and complaints. You can also make a complaint over the phone or in person at an NDIS office or send an email to feedback@ndis.gov.au.

