What can I do if I have concerns about an NDIS provider or worker?

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by either:

- completing a complaint contact form
- calling 1800 035 544 (free to call from landlines)
- if you are deaf or hard of hearing, contact:
  - TTY on 133 677
  - National Relay Service on 1800 035 544.

For more information, visit the NDIS Commission website.

gifsa

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