



# NDIS Customer Handbook

Brisbane Perpetual Motion Physiotherapy Pty Ltd trading as **BPM PHYSIO**

ABN 18 620 028 926

Shop 4, 12 Blackwood Street, Mitchelton, QLD, 4053

TEL: (07) 3061 8434

Email: [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

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## ABOUT BPM PHYSIO

Physiotherapy is a first contact healthcare profession meaning that you can self-refer without a referral from your GP. We believe in offering our community physiotherapy support across all sectors with private consultations, disability support and aged care support

The concept of **BPM PHYSIO** was born in Toomelah, near Goondwindi in July 2017, during a 3-month Australian Army support deployment and the clinic opened for consultations on 07<sup>th</sup> January 2019.

The clinic is owned and operated by Russ Tolland. Russ graduated from the University of Queensland (2014) with a Bachelor of Physiotherapy and started his physiotherapy career in the private sector working in aged care primarily caring for ex-service people. He was then commissioned into the Australian Army in 2016 as a Lieutenant Physiotherapist Specialist Service Officer. Exposure to military life across the lifespan has empowered him with an understanding of the physical demands and the effects of intense physical training on the human body and in particular the musculoskeletal system.

Throughout his service he deployed within Australia and to Iraq, where he provided support to coalition forces (Australian Defence members including both US and Australian Special Forces) and the Iraqi Rehabilitation Centre. Throughout his army career he also provided physiotherapy support to the Australian Defence Force football, AFL and volleyball teams.

Russ is interested in musculoskeletal and sports injuries, pre and post-surgical prehab/rehab, spinal manipulation and the benefit of physiotherapy across the lifespan. On a personal level he enjoys gym, cycling and keeping active. His further qualifications include advanced dry needling, massage (Cert IV), and myofascial cupping.

**MISSION:** To support, enable, and empower our clients to live and participate in an enriched, meaningful, and purposeful life.

**VISION:** To be recognized by the local community as providing excellence in physiotherapeutic care.

### VALUES:

- **Care:** We care for people. We take time to understand and respond to the needs and desires of our clients.
- **Expertise:** We are a highly skilled. We support ongoing professional development to embrace the changing environment to provide best practice care for our clients.
- **Integrity:** We are honest, transparent and ethically motivated. We value and respect the individuality of our clients, partners and team. We treat our community the way we would like to be treated.
- **Innovation:** We have a strong desire to lead. We work together with our clients and customers to engage in innovative projects enriching the lives of

those we care for.

- **Community:** We are a team. We partner with our clients, healthcare associates and industry to nurture a community that achieves the optimal health and wellness outcomes.

## ABOUT THE CLINIC

The clinic is located at shop 4, 12 Blackwood Street, Mitchelton and is well service by local transport with a bus stop within 2 minutes walking distance and Mitchelton train station within 7 minutes' walk. There is plenty of guest parking out the front and the center is accessible with a wheelchair ramp. Toilet facilities are available on site but will require the client to negotiate a single step up and down.

The clinic has a treadmill and recumbent cycle, and an extensive array of weights and resistance training equipment simulating a gym.

**BPM PHYSIO** offers Physiotherapy services in the follow areas:

- general physiotherapy and pain management
- musculoskeletal, neurological, & sports injury treatment and prevention
- services for the ageing including but not limited to balance, strength, mobility, falls prevention and general fitness program

More information on the extensive array of treatment options is available on the website [www.bpmphysio.com.au](http://www.bpmphysio.com.au)

## CONTACT DETAILS

You will be provided with direct contact details for your clinician. Reception is available 0800-1700h Monday to Friday on 07.3061.8434 or you can email admin on [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

## SERVICES AND SERVICE QUALITY

Physiotherapy services are provided under the NDIS registration group of *therapeutic supports*. To deliver its services as an NDIS Registered Provider, **BPM PHYSIO** must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the NDIS Act 2013 (Cth)
- comply with the NDIS Terms of Business for Registered Providers and any Conditions of NDIS Registration
- obtain and maintain accreditation against the NDIS Practice Standards.

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The Standards that relate to **BPM PHYSIO** are:

## **Schedule 1 - Core Module**

1. Rights of consumers and responsibilities of providers
2. Provider governance and operational management (8 criteria)
3. Provision of supports
4. Support provision environment

As set out in this handbook, **BPM PHYSIO** is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate consumer and other stakeholder feedback.

**BPM PHYSIO** adheres to the [National Disability Insurance Scheme \(Code of Conduct\) Rules 2018 \[F2018L00629\]](#)

## **YOUR RIGHTS**

Community Therapy respects and fully commits to upholding the rights of all people, including those with disabilities. Community Therapy is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

## **CONSUMER CHARTER OF BPM PHYSIO**

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights
- respect your culture, diversity, values and beliefs
- respect and protect your dignity and right to privacy
- are free from violence, abuse, neglect, exploitation or discrimination

You also have the right to exercise informed choice and control regarding the supports we provide.

It is our responsibility to:

- tell you about and uphold your rights
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- respect your autonomy, including your right to intimacy and sexual expression
- provide you sufficient time to consider and review your support options and

seek advice if required, at any stage of our service delivery

- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends and chosen community in the ways you want to
- treat you with fairly, with courtesy, dignity and respect and without discrimination
- give you information about our services and associated costs, as well as other support options, within and outside **BPM PHYSIO**
- involve you in decisions about your supports, as well as our programs and policies
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints
- promptly address enquiries and complaints about the supports you are receiving
- support you to connect with other services, including advocates, interpreters and translators, if needed
- support you to have a person to speak on your behalf for any purpose
- provide safe and appropriate services that are culturally relevant and support your needs and goals

As a consumer we ask that you:

- provide us with information that will help us to best support you
- tell us if things change or you cannot keep an appointment or commitment
- act respectfully and safely towards other people using the service, and towards our staff
- provide us with feedback about our service and how we can improve
- promptly pay the agreed fees associated with your services
- tell us as early as possible if our services are not required

## **DIVERSITY AND PARTICIPATION**

All aspects of **BPM PHYSIO**'s service delivery promote consumers' active participation and inclusion in the community. We support consumers to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity
- employing and developing a diverse and culturally competent workforce
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery

- using a strengths-based approach to identify individual consumer needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties

## **INTERPRETING AND TRANSLATION**

The delivery of safe high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

## **ADVOCACY**

**BPM PHYSIO** fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Advocacy helps promote and protect the rights and interests of an individual or group. Advocacy supports help people with disability:

- understand their rights
- address discrimination and unfair treatment
- understand and make decisions
- build capacity to advocate for themselves

If you need help making decisions or resolving issues about accessing services you need such as education, employment, health, community services, the National Disability Insurance Scheme or Queensland Community Support Scheme, there are 14 regional and specialist services you can contact.

### **Region-based services in Brisbane**

#### **Speaking Up for You**

Phone: (07) 3255 1244

Address:

Unit F2, 1st Floor

12 Browning Street

WEST END QLD 4101

Alternatively, the following organisations can assist you:

National Disability Advocacy Program (NDAP) - use the Disability Advocacy Finder at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>

## **ACCESSING BPM PHYSIO**

We aim to provide accessible services to you that are safe, engaging and responsive

to your support and communication needs. To be eligible to receive Community Therapy's services under the NDIS a person must already be NDIS participant. Consideration must also be given to the person's Priority of Access by examining:

- any special additional needs of the person, and where relevant, their family, carer or other supporters
- the extent to which Community Therapy can contribute to those needs being met
- the resources available within Community Therapy to meet the person's needs
- other services the person receives and how Community Therapy services will complement those and contribute to improved outcomes for the person; and
- the best interests of the person

Prior to accessing our services, we will ensure you are provided with information about the skills of our clinicians to determine if we are a suitable provider to consider engaging with. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. You will either be advised immediately if we are suitable to consider or within two working days.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during your initial appointment, which will aim to take place within 10 working days of your acceptance.

## **SERVICE REFUSAL**

We will accept your choice if we offer you a service and you choose not to accept. **BPM PHYSIO** may refuse to offer a person service where:

- we do not have the capacity to cater to additional consumers; or
- we do not have the resources or skills to cater to the specific needs of the person
- Where services cannot be provided, we will assist you with referrals and support to access alternative services if required

## **WAITING LIST PROCESS**

A person cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential consumers on our waiting list will be contacted at least every three months to:

- provide referrals to other service providers if required
- advise the estimated wait time remaining
- advise them of their current status
- check whether they want to remain on the list

## APPEAL

Any person refused services has the right to appeal. Appeals should be directed in writing to the Director of **BPM PHYSIO** via email – [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

## LEAVING BPM PHYSIO

All consumers have the right to exit **BPM PHYSIO** services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All consumers exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Consumers who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a **BPM PHYSIO** staff member.

## SERVICE TERMINATION

**BPM PHYSIO** may terminate a consumer's services when:

- They are unwilling over a period of time to work towards agreed goals
- other people using the service, staff or the person themselves are at risk of harm
- financial requirements are not being met
- severe incompatibility with other consumers using the service is displayed
- or dramatic health changes require significantly increased levels of care or a service model not provided by **BPM PHYSIO**

Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to the Director via [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

## FEES AND CHARGES

We will discuss prices with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed



to by you before services can commence.

**BPM PHYSIO** will provide you with regular invoices and statements to assist you to manage payment for our services if required. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

## **FREEDOM FROM HARM, ABUSE, AND NEGLECT**

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Community Therapy treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Community Therapy staff member.

**BPM PHYSIO** employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

BPM PHYSIO does not currently employ other clinicians than the Director. If the business grows in capacity and requires the addition of a further clinician, **BPM PHYSIO** will comply with the [National Disability Insurance Scheme \(Practice Standards – Worker Screening\) Rules 2018 \[F2018L00887\]](#)

## **WORKPLACE HEALTH & SAFETY**

**BPM PHYSIO** is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all **BPM PHYSIO** stakeholders – including staff, volunteers, consumers, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Where services are provided by **BPM PHYSIO** in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premise is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

The full **BPM PHYSIO** WH&S Policy is available for you upon request.

## INCIDENT MANAGEMENT

**BPM PHYSIO** is committed to providing a safe workplace for all staff, consumers and other stakeholders and having a formal process to report and investigate all workplace accidents, incidents and near miss occurrences. This includes identifying contributing factors and making the necessary recommendations to prevent a recurrence.

**BPM PHYSIO** will respond to any incident within 24 hours.

**BPM PHYSIO** maintains an incident management system to ensure your safety and the safety of staff. Any incidents are logged on our incident form by our staff members and followed up by the Director. If you wish to notify us of an incident, you can liaise with your clinician or you can contact us on:

- 07.3061.8434
- [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

As always if you are not satisfied with our services or you believe that we have not followed upon an incident adequately you can:

- submit a complaint anonymously via the feedback section of the **BPM PHYSIO** website, phone, or email us on [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)
- contact the NDIS Commission:
- online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); or
- by phone on: 1800 035 544

**BPM PHYSIO** complies with the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018 \[F2018L00633\]](#)

In the interest of transparency, the **BPM PHYSIO** Incident Management Policy will be provided to you upon request.

## COMMUNITY PARTICIPATION AND INCLUSION

**BPM PHYSIO** is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We encourage you to speak to a staff member if you have any specific needs or goals that we cannot meet and will assist you to find an organisation that can if you wish.

## BPM PHYSIO PRIVACY STATEMENT

**BPM PHYSIO** is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage your Personal Information.

To protect your personal information, **BPM PHYSIO** staff must follow the privacy principles contained in the Information Privacy Act 2009 (Qld) (IP Act), which include the nine National Privacy Principles and provisions regarding contracted service providers and the transfer of

personal information out of Australia. These principles contain rules about the collection, use, disclosure, security, quality, access, amendment, storage and openness of personal information.

## **WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses and phone numbers. Personal Information includes Health Information, which is information about the physical or mental health or disability of an individual.

We collect your Personal Information in many ways including interviews, correspondence, by telephone, by email, via our website, from other publicly available sources and from third parties.

**BPM PHYSIO** will only request and retain Personal Information that is necessary to:

- assess your eligibility for a service
- provide a safe and responsive service
- monitor the services provided
- fulfil contractual requirements to provide non-identifying data and statistical information to a funding body

When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

## **THIRD PARTIES**

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties (such as other disability support services). In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **DISCLOSURE OF PERSONAL INFORMATION**

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person
- to outside agencies with your or your representative's permission
- with written consent from a person with lawful authority
- when required by law, or to fulfil legislative obligations such as mandatory reporting

## **SECURITY AND DESTRUCTION OF PERSONAL INFORMATION**

Your Personal and Health Information is stored in a manner that reasonably protects

it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. We will retain and dispose of your Personal and Health Information in accordance with the State Information and Privacy Act 2009 - <https://www.legislation.qld.gov.au/view/pdf/inforce/2017-06-05/act-2009-014>

## **ACCESS TO YOUR PERSONAL INFORMATION**

You may access the Personal or Health Information we hold about you, including to update or correct it, subject to certain exceptions. If you wish to access your Personal or Health Information, please speak to a staff member.

In order to protect your Personal or Health Information we may require identification from you before releasing the requested information.

You have the right to:

- request access to personal information we hold about you
- access this information
- make corrections if you consider the information is not accurate, complete or up to date

However, access may be denied in part or in total where:

- the request is frivolous or vexatious
- providing access would have an unreasonable impact on the privacy of other individuals
- providing access would be likely to prejudice an investigation of possible unlawful activity
- providing access would pose a serious and imminent threat to the life or health of any individual
- denying access is required or authorised by or under law

We aim to address all requests to access or correct information within 2 working days. We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your information.

## **CONSENT TO STORAGE AND SHARING OF YOUR PERSONAL INFORMATION**

At any time you may change your preferences in what personal information we store and who we share it with by calling us on 07.3061.8434 or emailing us at [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)

## **MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION**

It is important to us that your information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and

complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **POLICY UPDATES**

The **BPM PHYSIO** Privacy, Confidentiality, Records, Information, Management Policies and Procedures will be formally reviewed at least annually. Formal reviews will include consumer, staff and other stakeholder feedback.

## **FEEDBACK, COMPLIMENTS AND COMPLAINTS**

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by **BPM PHYSIO** and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed contact or anonymous feedback form on our website
- by email to [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au)
- by phone on 07.3061.8434

## **FEEDBACK AND CONTINUOUS IMPROVEMENT**

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

**BPM PHYSIO** has a feedback and complaints handling system that is in accordance with the [\*\*National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018 \[F2018L00634\]\*\*](#)

**BPM PHYSIO** is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

**BPM PHYSIO** strives to provide professional, high quality clinical care for all patients. If you feel we have not provided a level of care or service that meets these standards, you can make a complaint or provide feedback by contacting the clinic.

**BPM PHYSIO** has a robust complaints policy that directs the client to the professionally accepted means to making a complaint and alternative channels for escalation. This process ensures fair, equal and transparent treatment for all involved parties.

## **HOW TO MAKE A COMPLAINT**

A complaint can be made by the client or someone acting on the client's behalf providing they have the patient's explicit consent to do so. This can be done verbally or by writing an email or sending a registered letter. Ideally, send your complaint in writing within a 3-month period of the event where you may believe you have grounds to complain.

## **HOW WE MANAGE COMPLAINTS**

Information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances

The participant will not be adversely affected and will be offered to:

- Continue treatment with the current provider as per the service agreement
- Suspend treatment until the complaint has been resolved to the satisfaction of the participant
- Terminate treatment with the current provider and be supplied with information on nearby providers providing similar care
- All complaints will be acknowledged in writing via formal email unless anonymous in nature
- NDIS participants will be kept appropriately involved in the resolution process
- Participants will be informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions; and
- The first stage is local resolution whereby your complaint would take the form of a verbal or written submission to the clinician who treated you. Local resolution exists to help resolve complaints quickly where a more formal complaint may not be required. For example, the complaint may be the result of a simple misunderstanding where verbal explanation and if necessary, an apology could resolve the complaint
- If the local resolution process is not successful, then you can make a more formal complaint. You will need to put your complaint formally in writing (either letter/post or email) and send your complaint to:
  - By email: [info@bpmphysio.com.au](mailto:info@bpmphysio.com.au) and put 'Notification of Complaint' in the subject field
  - By registered mail, address your letter to: BPM PHYSIO, shop 4, 12 Blackwood Street, Mitchelton, Queensland, 4053.
- We will aim to resolve complaints as quickly as possible
- All complaints will be handled professionally, thoroughly and transparently with fairness shown to all parties concerned
- A full investigation will be conducted to provide the required honest outcome
- If the complainant is still not happy with an outcome, they will be provided with details of

how they can obtain an independent review of their complaint

- The complaints system is reviewed and audited yearly to ensure that the system is effective, robust and that positive outcomes are achieved for participants.
- A copy of the complaint registers and associated follow up actions are available on request by the participant. This will identify areas for change within **BPM PHYSIO** and actions and processes put in place to ensure that a complaint of this nature does not reoccur.

## HOW WILL MY COMPLAINT BE REVIEWED?

Upon receipt of a formal complaint in writing you will receive acknowledgment within two working days. Please note if correspondence is via post and not by email, postal deliveries need to be considered. You will receive a full response from the Director of **BPM PHYSIO** within 21 days. If for any reason we are not able to meet the timescales we will keep you informed of progress.

## WHERE CAN I GET INDEPENDENT ADVICE IF I AM STILL UNHAPPY?

At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- by phone on: 1800 035 544

Alternatively, complaints may be raised to:

The Office of the Health Ombudsman Queensland as follows:

<https://www.oho.qld.gov.au/make-a-complaint/>

## NATIONAL DISABILITY INSURANCE AGENCY

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110
- by email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072
- online at [www.ombudsman.gov.au](http://www.ombudsman.gov.au)