

The NDIS Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

The Commission will achieve this through:

- empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place
- building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers
- responding to and managing concerns and complaints
- supporting a strong and viable market for disability supports and services

## Complaints and Concerns

If you have a concern or complaint about the quality or safety of services provided to an NDIS participant in all states and territories except Western Australia, you can make a complaint on behalf of a person with disability to the [NDIS Commission](#).

If you work in Western Australia, you can find information about making a complaint on [the Disability Loop website](#).

If you have complaints or concerns about the way an NDIS providers treats its workers, you can contact the [Fair Work Commission](#).

## More information

- How to make a complaint;
  - <https://www.ndiscommission.gov.au/document/806>
- Make a complaint (Complaint Contact Form);
  - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
- NDIS Complaints Management and Resolution; Rules 2018
  - <https://www.legislation.gov.au/Details/F2018L00634>
- How to make a complaint about a provider
  - <https://www.ndiscommission.gov.au/about/complaints>
- Compliance and Enforcement Policy V2.0 – June 2019
  - <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>
- NDIS Complaints management
  - <https://www.ndiscommission.gov.au/providers/complaints-management>



# Participants' Rights

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Dear customer:

You have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care. A formal investigation will commence once we receive the complaint or concern.

Please feel free to contact us:

**P h o n e :**        **02 8552 7092 / 0452 246 503**  
**A d d r e s s :**    29 Ducros street, Oran Park NSW 2570  
**E m a i l :**        [admin@mymobileplanmanager.com.au](mailto:admin@mymobileplanmanager.com.au)  
**W e b s i t e :**    [www.mymobileplanmanager.com.au](http://www.mymobileplanmanager.com.au)

You may also, complete our 'Complaints Management Form' that has been provided in this 'Welcome Pack'.

