

Complaints about Victorian Disability Services from 1 July 2019

If you're not
sure, just call the
Disability Services
Commissioner on
1800 677 342

From 1 July 2019, the NDIS Quality and Safeguards Commission (NDIS Commission) began operating in Victoria. Existing Victorian quality and safeguards arrangements continue to apply for state funded clients and NDIS participants receiving services funded through in-kind arrangements after 1 July 2019. The Disability Services Commissioner will continue in its role as agency handling complaints about Victorian disability services registered with the Department of Health and Human Services (DHHS) as outlined below.

DHHS transfer / in-kind group homes and funded disability services
TAC funded disability services

Disability Services Commissioner
1800 677 342
complaints@odsc.vic.gov.au

DHHS transfer / in-kind group homes

- Aruma
- Life Without Barriers
- Melba
- Possability
- Home@Scope

DHHS funded disability services

- Advocacy services
- Information services
- Financial Intermediary

DHHS funded disability services not yet part of the NDIS

TAC funded disability services

Complaints before 1 July 2019 about a DHHS registered provider, even if service is now NDIS funded

In line with the Ministerial Referral, we will continue to review incident reports and conduct investigations (including reviews of disability service provision to people who have died) for DHHS funded disability supports as well as complete any such reviews or investigations already underway prior to 1 July 2019

To find out more visit: VicGov NDIS Q&S webpage:
www.vic.gov.au/ndis-quality-and-safeguards

NDIS funded supports and services

NDIS Quality and Safeguards Commission
1800 035 544
contactcentre@ndiscommission.gov.au

Responsibilities of the NDIS Commission are set out in the National Disability Insurance Scheme Act 2013 (the NDIS Act). If you receive supports in NSW, Vic, Qld, SA, Tas, ACT or the NT, you can raise concerns with the NDIS Commission about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard.

DSC is working with the NDIS Commission to avoid duplication or unnecessary delays.

**NDIS plans and reviews
Early Childhood Early
Intervention services**

NDIA Feedback and Complaints
1800 800 110
feedback@ndis.gov.au

The NDIA will continue to:

- deliver the NDIS by providing individualised plans and support to people with disability and coordinating service bookings, payments and access to plans for providers
- handle complaints about the NDIA and participant plans, including Early Childhood Early Intervention Services

This information is summarised in our A5 magnet which you can order by going to DSC website: www.odsc.vic.gov.au/resources/resources-order-form/

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