

NDIS TROUBLESHOOTING GUIDE

What's the difference between the NDIS and NDIA?

We are aware these terms are used interchangeably.

The NDIA is the National Disability Insurance Agency.

NDIA is the government agency that implements and manages the National Disability Insurance Scheme (the NDIS) and makes sure people with disability continue to get the support they need.

Who to contact when....

I have a problem with the NDIS



1800 620 588
communications@family-advocacy.com

How long do NDIS processes take? (new plans, plan reviews, changing a plan, plan appeals, or a complaint)



1800 620 588
communications@family-advocacy.com



1800 800 100
<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>

I'm not happy with an NDIS plan or NDIS plan review



1800 620 588
communications@family-advocacy.com



1800 800 100
<https://www.ndis.gov.au/participants/how-review-planning-decision>

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I'm not happy with an NDIA decision of an internal review or appeal



1800 620 588
communications@family-advocacy.com



1800 228 333
<https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis>

I'm not happy with an NDIA service or process



1800 800 100
<https://www.ndis.gov.au/contact/feedback-and-complaints>

I'm not happy with a product or service I bought using an NDIS plan



13 32 20
<https://www.fairtrading.nsw.gov.au/news-and-updates/news/tips-for-consumers-purchasing-goods-and-services-through-the-ndis>

I'm not happy with the provider of disability supports



NDIS Quality and Safeguards Commission

1800 035 544
<https://www.ndiscommission.gov.au/about/complaints>

I'm not happy with the NDIA's actions



1300 362 072
<https://www.ombudsman.gov.au/making-a-complaint/online-complaint-form>



Contact your Federal MP
https://www.aph.gov.au/senators_and_members/members

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I'm using NDIS funds to employ support staff and services. Are some NDIS services GST-free?



13 28 65
<https://www.ato.gov.au/business/gst/in-detail/your-industry/gst-and-health/?page=6>

What are my rights and obligations when I directly employ support staff or a contractor?



Industrial Relations

131 628
<https://www.industrialrelations.nsw.gov.au/employers/>



1300 799 675
<https://www.fwc.gov.au/>



13 13 94
<https://www.fairwork.gov.au/>

What are the tax and superannuation requirements when I directly employ support staff or a contractor?



13 28 66
<https://www.ato.gov.au/Individuals/Working/Employee-or-contractor---what-s-the-difference/Employee-or-contractor---tax-and-super-obligations-compared/>

How do I pre-plan and understand my NDIS budget?



<https://www.supportcalculator.com.au/>

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HOW EACH ORGANISATION WORKS WITH YOU

Family Advocacy

Family Advocacy gives free and confidential service to support people with developmental disability and their families who have concerns about their access to the NDIS or the types of support in their NDIS plan.

Our staff gives phone and email advice on how to:

- prepare for an annual plan review
- how to advocate for your family member
- review an NDIS plan
- how to understand NDIA documentation
- decide whether to appeal an NDIS decision
- troubleshoot

NDIA Participants Service Guarantee

Sets clear timeframes for key NDIS processes to inform participants, families and carers about how long processes will take.

There are timeframes for:

- getting started with the NDIS
- getting a plan
- reviewing or changing a plan,
- making a complaint.

[See these timeframes in the Participants Service Guarantee.](#)

NDIA Internal Review

Is an internal review of any decision made by the NDIA. Any person directly affected by an NDIA decision can ask for an internal review. You must ask for this review within three months of getting the NDIA's notice of the decision. [See Family Advocacy's NDIS Review Guide for help.](#)

NDIA Complaints

The NDIA Complaints Procedure means the NDIA must:

- act immediately where there appears to be a high risk of harm, neglect or abuse
- aim to acknowledge complaints within the next business day from receipt
- call you within two business days of acknowledgement
- aim to resolve complaints within 21 business days of receipt.

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Administrative Appeals Tribunal (AAT)

An independent body that can review a range of the decisions made by the NDIA. You cannot ask the AAT to review a decision by the NDIA until the decision has been internally reviewed by the NDIA. [Our AAT Guide explains how to apply to the AAT.](#)



NSW Department of Fair Trading

Safeguards the rights of all consumers and advises business and traders on fair and ethical practice. They service individuals and businesses to create a fair, safe and equitable marketplace.



NDIS Quality and Safeguards Commission

An independent agency established to improve the quality and safety of NDIS supports and services.



Commonwealth Ombudsman

Can consider complaints about Australian Government agencies, including the NDIA. They also use information from complaints to help agencies improve their services.



Federal MPs

Support local constituents with issues under the Commonwealth Government.

Australian Tax Office

Responsible for administering the Australian federal taxation system, superannuation legislation, and other associated matters.



Fair Work Commission

The Australian industrial relations tribunal federal independent workplace relations tribunal with the power and authority to regulate and enforce provisions relating to [minimum wages](#) and employment conditions, [enterprise bargaining](#), [industrial action](#), dispute resolution, and termination of employment.



Fair Work Ombudsman

An independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system.



NSW Industrial Relations

Gives information, advice, training and assistance relating to industrial entitlement assistance relating to employees' entitlements and their rights and the employer's obligations within NSW.

