



myEmpowerPlan

NDIS SUPPORT SPECIALISTS



Your Right to Make a Complaint

At *myEmpowerPlan*, your voice matters. If something isn't right, we want to hear about it — and we promise to take it seriously.

You Have the Right to Complain



If you are not happy with any part of our service, you have the right to tell us. You will not lose your services or be treated differently for making a complaint.

You can make a complaint about:

- How your support coordination or plan management is being handled
- How your NDIS funds are being managed or spent
- The behaviour or conduct of any of our staff
- How we have communicated with you
- Anything else about our service that has not met your expectations

You have the right to:

- ✓ Make a complaint without fear — your services will not be affected
- ✓ Have a support person, carer or advocate help you at any time
- ✓ Ask for an interpreter or communication support if you need one
- ✓ Know what is happening with your complaint at every step
- ✓ Ask for an internal review if you are not happy with our response
- ✓ Contact the NDIS Commission directly, at any time

How the Complaint Process Works

Step 1 Tell Us

Contact us by phone, email, mail or in person. You can also write to us or ask someone to contact us on your behalf. We will listen and take notes.

Step 2 We Respond

We will acknowledge your complaint within 2 business days and let you know who is looking into it.

Step 3 We Resolve

We will investigate and get back to you with our response within 10 business days. If we need more time, we will let you know before that deadline.

Step 4 Not Happy?

If you are not satisfied with our response, you can ask for an internal review by a senior staff member, or contact the NDIS Commission directly.

Contact myEmpowerPlan

☎ 0479 082 894 ✉ support@myempowerplan.com.au

🌐 www.myempowerplan.com.au

You can make a complaint in whatever way is easiest for you. There is no wrong way to tell us.

If You Are Not Happy With Our Response



You do not have to accept our answer. You have several options:

Option 1 – Ask for an Internal Review

Ask us to review our decision. A senior staff member who was not involved in the original complaint will look at it again and give you a fresh response within 10 business days.

Option 2 – Contact the NDIS Quality and Safeguards Commission

You can contact the NDIS Commission at any time — even before talking to us, or at the same time as our internal review. The Commission is independent of myEmpowerPlan.

☎ Phone: 1800 035 544 🌐 Website: ndiscommission.gov.au

Option 3 – Get Independent Support

A disability advocate can help you make a complaint, speak on your behalf, or guide you through the process. Advocacy is free and independent. Ask us for a referral or contact the NDIS Commission for assistance finding an advocate near you.

If Your Complaint is About Your NDIS Funds:

If you have a concern about how your NDIS plan funds are being managed — such as an invoice you don't recognise, a payment you didn't approve, or a budget that doesn't look right — please contact us straight away.

You can also contact the Australian Financial Complaints Authority (AFCA) for financial service concerns:

 **1800 931 678**  **afca.org.au**

Our Promise to You



We Will Listen

Every complaint is taken seriously, no matter how big or small.



We Will Keep it Confidential

Your information is kept private and used only to resolve your complaint.



We Will Use it to Improve

Your feedback helps us deliver better services for everyone.

Need help making a complaint?

Just call or email us and we will help you through the process. You can also ask a family member, carer or advocate to contact us on your behalf.