



Blind Citizens Australia

Level 3, Ross House
247-251 Flinders Lane
Melbourne Victoria 3000
Telephone: 03 9654 1400
Toll Free: 1800 033 660
Fax: 03 9650 3200
Email: bca@bca.org.au
Website: www.bca.org.au

Helpful Contacts

National Disability Insurance Agency

Contact them for:

- Information on becoming a participant
- Questions about your plan
- To discuss a change in your circumstances
- To discuss a decision that has been made about you that you do not agree with
- To make a formal complaint

Phone: 1800 800 110 (8:00am – 8:00pm Monday – Friday)

Email: enquiries@ndis.gov.au

Website: www.ndis.gov.au

Postal Address: GPO Box 700, Canberra ACT 2601

Local Area Coordinators

Contact them for:

- Information on becoming a participant of the NDIS
- Questions about your plan and how to implement it
- Questions about using the Participant Portal
- Support to locate services in your area
- To discuss a change in your circumstances
- To discuss a decision that has been made about you that you do not agree with

AUSTRALIAN CAPITAL TERRITORY

Feros Care

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

Postal Address: 2-6 Shea Street, Phillip ACT 2606

NEW SOUTH WALES

St Vincent De Paul Society

covering South Western Sydney, Central Coast, Hunter New England, Sydney and South Eastern Sydney

Phone: (02) 9568 0205

E-mail: vinnies@vinnies.org.au

Website: www.vinnies.org.au

Postal Address: PO Box 5, Petersham NSW 2049

Uniting Care

covering Nepean Blue Mountains, Northern Sydney, Western Sydney, Southern NSW, Illawarra Shoalhaven

Phone: 1800 864 846

E-mail: ask@uniting.org

Website: www.uniting.org.au

Postal Address: PO Box A2178, Sydney South NSW 1235

Social Futures

Covering Far West, Murrumbidgee, Mid North Coast, Northern NSW and Western NSW

Phone: 1800 522 679

E-mail: contact@socialfutures.org.au

Website: www.socialfutures.org.au

Postal Address: PO Box 5419, East Lismore NSW 2480

NORTHERN TERRITORY

APM

Phone: 1800 276 276

E-mail: LAC@apm.net.au

Website: www.apm.net.au

QUEENSLAND

Carers Queensland

Covers the Toowoomba, Ipswich, Rockhampton, Beenleigh, Brisbane North & South, Caboolture/Strathpine, Maroochydore, and Robina Service Areas.

Phone: 1800 242 636

E-mail: info@carersqld.com.au

Website: www.carersqld.com.au

Postal Address: 15 Abbott St, Camp Hill QLD 4152

Feros Care

Covers the Townsville and Mackay service areas

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

Postal Address: Locked Bag 1, Coolangatta QLD 4125

IWC

Covers the Bundaberg Service Area

Phone: 1300 492 492

E-mail: info@iwc.org.au

Website: www.iwc.org.au

APM

Covers the Maryborough Service Area

Phone: 1800 276 276

E-mail: LAC@apm.net.au

Website: www.apm.net.au

Mission Australia

In the Cairns service area.

Phone: (03) 6225 8200

Website: www.missionaustralia.com.au

SOUTH AUSTRALIA

Feros Care

Covers the Barossa, light & Lower North and North Adelaide

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

Bapt Care

in the Western Adelaide, Eastern Adelaide and, Yorke and Mid North Service Areas.

Phone: 13 22 78

E-mail: info@baptcare.com.au

Website: www.baptcare.org.au

Mission Australia

Covers the Limestone Coast, Murray and Mallee, Adelaide Hills, Fleurieu and Kangaroo Island, Southern Adelaide and, Eyre Western and Far North Service Areas.

Phone: (03) 6225 8200

Website: www.missionaustralia.com.au

TASMANIA

Mission Australia

Covers South East and North West

Phone: 03 6225 8200

Website: www.missionaustralia.com.au

Postal Address: Suite 3, Level 1, 175 Collins Street, Hobart 7000

Bapt care

Covers North and South West

Phone: 13 22 78

E-mail: info@baptcare.com.au

Website: www.baptcare.org.au

VICTORIA

Brotherhood of St Laurence

Covers North East Melbourne, Hume Moreland, Bayside

Phone: 1300 275 634

Email: ndis.info@bsl.org.au

Website: www.bsl.org.au

Address: 67 Brunswick St, Fitzroy VIC 3055

La Trobe Community Services

Covers Central Highlands, Owens Murray, Wimmera South West, Barwon, Inner East Melbourne, Inner

Phone: 1800 242 696

E-mail: info@lchs.com.au

Website: www.lchs.com.au

Intereach

Covers Loddon

Phone: 1300 488 226

Website: www.intereach.com.au

WESTERN AUSTRALIA

No External Local Area Coordinators at this time due to the NDIS commencing roll out in 2019.

Commonwealth Ombudsman

Contact them if you:

- Have a complaint about the way you have been treated by a Local Area Coordinator or the National Disability Insurance Agency

Phone: 1300 362 072

Website: www.ombudsman.gov.au

Address: GPO Box 442, Canberra ACT 2601

Administrative Appeals Tribunal

Contact them if you:

- Have concerns about your National Disability Insurance Agency Plan and have already discussed these with the National Disability Insurance Agency

Phone: 1800 228 333

Website: www.aat.gov.au

First People's Disability Network

Contact them if you:

- Are an Aboriginal or Torres Strait Islander person and have questions about the NDIS or other programs and services that may be available to you

Phone: (02) 9267 4195

Email: enquiries@fpdn.org.au

Website: www.fpdn.org.au

Address: 402/161 Redfern St, Redfern NSW 2016

Postal Address: PO Box A2265, Sydney

National Disability Advocacy Program

Contact them if you:

- Need help to understand your rights and responsibilities
- You need support with reviews. For example, if a decision is made that you disagree with, you can request a review of that decision. In these instances an advocate can help you participate in the review process.
- You would like support when seeking a review of a NDIS decision in the Administrative Appeals Tribunal (AAT)

Website: www.disabilityadvocacyfinder.dss.gov.au

NDIS Quality and Safeguards Commission

The Quality and Safeguards Commission will officially start operating in July 2018 in New South Wales and South Australia and will roll out nationwide by July 2020.

The commission will be responsible for ensuring that the dignity and rights of participants are upheld by service providers and ensuring that service providers act in a manner that upholds the NDIS values. They will regulate the NDIS market, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

More contact details will become available for the Quality and Safeguards Commission in the coming months.

Website: www.ndiscommission.gov.au