


Key contacts

Delivering the NDIS in your community

Enquiry type	Who to contact	Contact details
I need help to access the NDIS	SSI Local Area Coordination Program (Sydney and South Western Sydney) Scan for access info: 	1800 960 975 ssilac@ndis.gov.au ssi.org.au
I need help to use my NDIS plan		For details of other LAC Partners in Community: www.ndis.gov.au/understanding/ndis-each-state/new-south-wales
I live with disability but am not eligible for NDIS		
I have an enquiry or complaint about the NDIS Local Area Coordination program		
I have an NDIS enquiry for children aged 0-9 years old	Early Childhood Partners	For a full list of office locations: www.ndis.gov.au/contact/locations EACH (South West Sydney): 1300 00 3224 www.each.com.au Lifestart (Sydney): 1800 953 390 www.lifestart.org.au For details of other ECEI Partners in Community: www.ndis.gov.au/understanding/ndis-each-state/new-south-wales
I have an enquiry or complaint regarding the NDIS	National Disability Insurance Agency	1800 800 110 enquiries@ndis.gov.au www.ndis.gov.au
I need a language interpreter	TIS National	131 450 www.tisnational.gov.au
I am deaf, hard of hearing and/or have a speech impairment	National Relay Service	1300 555 727 • Speak and Listen 133 677 • TTY 0423 677 767 • SMS Relay internet-relay.nrscall.gov.au
I am not happy with the provider of my disability supports	NDIS Quality & Safeguards Commission	1800 035 544 contactcentre@ndiscommission.gov.au www.ndiscommission.gov.au
I am not happy with an Australian Government agency	Commonwealth Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au www.ombudsman.gov.au
I am not happy with a product or service I bought	NSW Fair Trading	13 32 20 www.fairtrading.nsw.gov.au