

# Key contacts

Delivering the NDIS in your community

Enquiry type	Who to contact	Contact details
<b>I need help to access the NDIS</b>	SSI Local Area Coordination Program (SWS/ SYD Districts)	1800 960 975 <a href="mailto:ssilac@ndis.gov.au">ssilac@ndis.gov.au</a> <a href="http://ssi.org.au">ssi.org.au</a>
<b>I need help to use my NDIS plan</b>		For details of other LAC Partners in Community: <a href="http://www.ndis.gov.au/understanding/ndis-each-state/new-south-wales">www.ndis.gov.au/understanding/ndis-each-state/new-south-wales</a>
<b>I live with disability but am not eligible for NDIS</b>		
<b>I have an enquiry or complaint about the NDIS Local Area Coordination program</b>		
<b>I have an NDIS enquiry for children aged 0-6 years old</b>	Early Childhood Early Intervention (ECEI Partners)	For a full list of office locations: <a href="http://www.ndis.gov.au/contact/locations">www.ndis.gov.au/contact/locations</a> EACH (South West Sydney): 1300 00 3224 <a href="http://www.each.com.au">www.each.com.au</a> Lifestart (Sydney): 1800 953 390 <a href="http://www.lifestart.org.au">www.lifestart.org.au</a> For details of other ECEI Partners in Community: <a href="http://www.ndis.gov.au/understanding/ndis-each-state/new-south-wales">www.ndis.gov.au/understanding/ndis-each-state/new-south-wales</a>
<b>I have an enquiry or complaint regarding the NDIS</b>	National Disability Insurance Agency	1800 800 110 <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a> <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>
<b>I need a language interpreter</b>	TIS National	131 450 <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
<b>I am deaf, hard of hearing and/or have a speech impairment</b>	National Relay Service	1300 555 727 • Speak and Listen 133 677 • TTY 0423 677 767 • SMS Relay <a href="http://internet-relay.nrscall.gov.au">internet-relay.nrscall.gov.au</a>
<b>I am not happy with the provider of my disability supports</b>	NDIS Quality & Safeguards Commission	1800 035 544 <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a> <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
<b>I am not happy with an Australian Government agency</b>	Commonwealth Ombudsman	1300 362 072 <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
<b>I am not happy with a product or service I bought</b>	NSW Fair Trading	13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>