Client Feedback & Complaints Statement

Orange Plan Management | Web page last updated: 8 September 2026

Our promise to you

Orange Plan Management (OPM) wants to hear from you. Your feedback helps us do a better job of managing your NDIS funding.

Tell us when something goes well. Tell us when something goes wrong. Tell us if you have an idea that would make our service better.

Making a complaint will never affect the service you receive from us. We take every complaint seriously, we deal with it fairly, and we keep your information private.

At a glance

You can…	We will…
Give us a compliment, a suggestion or a complaint	Listen to you and take you seriously
Contact us in the way that suits you best	Confirm we have received your complaint within 3 business days
Stay anonymous if you prefer	Aim to resolve your complaint within 7 business days
Ask a family member, carer, advocate or support coordinator to help you	Keep you updated and explain the outcome in a way you understand
Go to the NDIS Commission at any time	Use what we learn to improve our service

Who can give feedback or make a complaint?

Anyone can. This includes:

- NDIS participants
- nominees, family members and carers
- support coordinators, Local Area Coordinators (LACs) and other providers
- advocates, or anyone acting on a participant's behalf
- members of the community

You can make a complaint anonymously. We will still look into it, but we won't be able to contact you or tell you the outcome.

What can you tell us about?

As your plan manager, we look after your NDIS funding. You might want to give us feedback about:

- how quickly and accurately we pay your providers' invoices
- how we explain your budget or your monthly statements
- how our team speaks to you, your family or your providers
- how easy it is to reach us or use our systems
- a decision we made, such as declining a claim
- how we handle your personal information
- anything else about our service

How to contact us

Choose the way that works best for you.

Phone	1300 611 990 (Monday to Friday)
Email	admin@orangeplan.com.au
Online	Complete the Feedback & Complaints form on our website, www.orangeplan.com.au (see Attachment A)
Post	Feedback & Complaints, Orange Plan Management, PO Box 3057, Newstead QLD 4006
In person	Visit us at Unit 3A, 11 Donkin Street, West End QLD 4101, or speak to any member of our team. They can write your feedback down for you, or put you in touch with a manager.

Need support to make a complaint?

- You can ask a family member, carer, friend, advocate or support coordinator to speak for you.
- If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to contact us.
- If you are deaf, or find it hard to hear or speak, contact us through the National Relay Service (relayservice.gov.au).
- To find a free, independent disability advocate, use the Disability Advocacy Finder at disabilityadvocacyfinder.dss.gov.au.

What happens next?

1	**We receive your feedback**	Any team member can take your feedback. Complaints are passed to our Complaints Officer and recorded in our Feedback & Complaints Register.
2	**We acknowledge it**	Within 3 business days we will confirm we have received your complaint, tell you who is handling it and how to reach them.

3	**We look into it**	We will talk with you to understand what happened and what you would like to see happen. We may ask you for more information or speak with the people involved.
4	**We tell you the outcome**	We aim to discuss an outcome with you within 7 business days of receiving your complaint. If your complaint is complex and we need more time, we will tell you why, give you a new timeframe and update you at least every 5 business days.
5	**We follow up**	We will check that you are satisfied with the outcome and tell you what we have changed because of your feedback.

If your complaint is about a member of our team, that person will not be the one who looks into it. For serious complaints, we may ask someone independent of OPM to review the matter. We will talk with you before this happens.

Not happy with our response?

You can ask us to review the outcome. A senior manager who was not involved in the original complaint will look at it again.

You can also contact the NDIS Quality and Safeguards Commission (NDIS Commission) at any time. You do not have to come to us first, and you will never be disadvantaged for doing so.

NDIS Commission	
Phone	1800 035 544 (free call from landlines)
Website	www.ndiscommission.gov.au — complete the online complaint contact form
Email	contactcentre@ndiscommission.gov.au
National Relay Service	relayservice.gov.au, then ask for 1800 035 544
Interpreter	TIS National 131 450

Complaints about other things

Some concerns are best handled by someone other than OPM. We can help you work out who to contact.

If your concern is about…	**Contact**
A decision about your NDIS plan or funding, such as what is in your plan or the outcome of a plan review	The National Disability Insurance Agency (NDIA) on 1800 800 110 or at www.ndis.gov.au

If your concern is about…	Contact
The quality or safety of a service another provider delivers to you (tell us too — we can help you raise it)	The provider directly, or the NDIS Commission on 1800 035 544
How we have handled your personal information, if our own review does not resolve it	Office of the Australian Information Commissioner on 1300 363 992 or at www.oaic.gov.au

If you or someone else is in immediate danger, call 000.

How we use your feedback

- We record all feedback and complaints in our Feedback & Complaints Register and keep these records for 7 years, as the NDIS rules require.
- We look for patterns in the feedback we receive and report them to our management team.
- We use complaints to fix problems, improve our processes and train our team.
- We pass compliments on to the team members involved.
- We report matters to the NDIS Commission or other authorities where the law requires us to.

Your privacy

We only share your information with the people who need it to resolve your complaint. We will not share it with anyone else without your consent, unless the law requires us to — for example, if someone is at risk of harm. You can read our Privacy Policy on our website, www.orangeplan.com.au.

The rules we follow

This statement reflects our obligations as a registered NDIS provider under:

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct
- Privacy Act 1988 (Cth) and the Australian Privacy Principles

Revigorate Pty Ltd trading as Orange Plan Management | ABN 83 616 268 456 | NDIS Provider 4050021671

Attachment A

Feedback & Complaints Form

Use this form to give us a compliment, a suggestion or a complaint. You only need to fill in the parts you want to. You do not have to give your name.

Need help? Someone you trust can fill this in with you, or you can call us on 1300 611 990 and we will write it down for you.

1. What would you like to tell us?	
☐ Compliment ☐ Suggestion ☐ Complaint ☐ Something else	
2. About you	
I am…	☐ An NDIS participant ☐ A nominee, family member or carer ☐ A support coordinator or LAC ☐ A provider ☐ Other
Your name (optional)	
Participant's name (if different from above)	
NDIS number (optional)	
Phone	
Email	
How would you like us to contact you?	☐ Phone ☐ Email ☐ Post ☐ Please do not contact me — I want to stay anonymous
Best time to contact you	
Do you need an interpreter or any other support to communicate with us?	☐ No ☐ Yes — please tell us what you need:
3. Tell us what happened	
What happened?	*Tell us in your own words. Include as much detail as you can.*

When did it happen?	
Who was involved? (names of OPM team members, if you know them)	
Have you already spoken to anyone at OPM about this?	☐ No ☐ Yes — who did you speak to, and when?

4. What would you like to happen?

For example: an apology, a payment fixed, a clearer explanation, or a change to how we do things.

5. Anything else?

Is someone helping you fill in this form? (name and relationship — optional)	
Date	

Sending us your form

Email it to admin@orangeplan.com.au, post it to Orange Plan Management, PO Box 3057, Newstead QLD 4006, or hand it to any member of our team. If you complete the form online, it comes straight to our Complaints Officer.

We will confirm we have received your form within 3 business days (unless you have asked us not to contact you). You can contact the NDIS Commission on 1800 035 544 at any time.

Office use only			
Date received		**Reference no.**	
Received by		**Acknowledged on**	
Assigned to		**Entered in register**	☐ Yes
Outcome / date closed			