

Disability Services Commission

## How to have your say

# A guide to making a complaint about services for people with disability

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# A guide to making a complaint about services for people with disability

This booklet has been produced to help people with disability and their families, carers and advocates choose the most appropriate way to make a complaint.

Every government-provided or funded disability sector organisation is required to have a complaints procedure. As a consumer, you have the right to register your concern or complaint through that procedure.

It is important for people who use disability services to provide feedback if they have any concerns. This is because your comments:

- ensure the rights, choices and wellbeing of people who use the service are maintained
- give the organisation valuable information about how it can improve its services
- reduce the risk of similar issues arising for other people.

This booklet explains the processes for making a complaint about government and non-government organisations, and who can help you.

The Disability Services Commission makes every attempt to ensure accuracy, currency and reliability of the information contained in this document. However, changes in circumstances after time of publication may impact the quality of this information. Confirmation may be sought from originating bodies or departments providing the information.

# What you can expect of disability services

## National Standards for Disability Services

People who use disability services can expect the services to meet the National Standards for Disability Services.

Organisations funded by the Disability Services Commission are required to ensure their services are aligned with the six national Standards:

1. the protection of human rights, freedom of expression, decision-making and prevention of abuse and neglect
2. encouraging meaningful participation and active inclusion in society
3. achieving individual outcomes and goals through person-centred planning and delivery of services around strengths and needs
4. the ability to access effective feedback and complaint processes without fear of adverse consequences or loss of service
5. ensuring the service clearly communicates and fairly manages their access criteria and processes for commencing and leaving the service, including referral to other service options where necessary
6. effective and accountable service management practices that maximise outcomes for individuals.

These Standards capture the intent of and replace Western Australia's nine former Standards.

Details for the National Standards can be found on the home page of the Commission's website at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) .

Standard Four refers to feedback and complaints. This Standard requires organisations to:

- provide clear and regular complaints information
- provide information in alternative formats if required
- enable people to access independent support to raise their concerns and make complaints without fear of losing service quality
- have an effective and transparent complaints management process
- use feedback and complaints to continually improve their services.

## Western Australian Carers Charter

The Disability Services Commission and Commission-funded disability sector organisations are also required to comply with the Western Australian Carers Charter (Schedule 1 of the Carers Recognition Act 2004).

The Charter requires that:

- carers are treated with respect and dignity
- carers should be included in the assessment, planning, delivery and review of services that impact on them and their role
- carers' views and needs are taken into account along with the views, needs and best interests of the individual when decisions are made that impact on carers and their role
- complaints made by carers in relation to services that impact on them and their role must be given due attention and consideration.

## Steps to make a complaint

**To make a complaint about a disability sector organisation, including the Commission, use the following steps. Start with the first option and move on to the next if necessary.**

1. **Raise your concerns with the organisation that provided the service, preferably a manager.**

2. Use the organisation's official complaints procedure.
3. Lodge a complaint with the Director of the Health and Disability Services Complaints Office (HaDSCO) under Part 6 of the Disability Services Act (1993) (see page 7).  
If you feel you are unable to approach the organisation, you can contact HaDSCO directly to lodge your complaint.
4. Use other complaints avenues that may be available to you, such as the services listed in this booklet.

## Who to contact

### Non-government disability sector organisations

All disability sector organisations funded by the State Government's Disability Services Commission or by the Australian Government are expected to comply with the National Standards for Disability Services. If you are concerned about the quality of a service, particularly in relation to the Standards, first try to resolve the problem with the relevant party. As part of their service agreements with the Commission, State-funded organisations are required to have a complaints procedure. Contact the organisation to discuss your concerns and lodge a complaint if necessary.

**While the Disability Services Commission has authority to investigate matters related to ill-treatment of people with disability, it will not investigate routine complaints that are best dealt with by the disability sector organisation and/or the Health and Disability Services Complaints Office. However, Commission officers can provide information about how these concerns and complaints can be addressed.**

### The Disability Services Commission's Consumer Liaison Service

The Consumer Liaison Service is an impartial and confidential means of ensuring concerns and complaints about services provided by the Disability Services Commission are acknowledged and addressed in

a thorough and timely manner. This is in accordance with the Western Australian Disability Services Act 1993, the National Standards for Disability Services, the Australian/International Complaint Handling Standards and other relevant legislation. The Consumer Liaison Service acts as the Commission's 'neutral' arbitrator when complaints about its services are made.

## **Resolving concerns and complaints at the local level**

If you have a concern about a Commission-provided service, it is worth initially raising the issue with a coordinator or supervisor at the direct service level. It may be there has been a misunderstanding that can be clarified by talking it over. If you are still not satisfied, you can ask to speak to a manager about lodging a complaint. This can be addressed at the local level, and will be overseen by the relevant Executive Director.

## **The Consumer Liaison Officer**

You may choose to lodge your complaint directly with the Commission's Consumer Liaison Officer, who is based at the West Perth office.

You can make a complaint in any way that suits you best. This could be in writing, by email, phone, fax, in person, or by using the Commission's online complaint form available on the website. The Consumer Liaison Officer can also advise on other ways to pursue the matter.

From time to time, people with disability, their families, carers and/or advocates can feel vulnerable when making a complaint. This feeling of vulnerability can sometimes be greater for people from Aboriginal and culturally and linguistically diverse backgrounds, and also for children and younger people. The Consumer Liaison Service ensures that the needs of all people are recognised and respected when they have concerns about the services they receive from the Commission.



**Contact:**

Your local Disability Services Commission office  
or  
the Consumer Liaison Officer

**Phone:** (08) 9426 9244 **Freecall:** 1800 998 214 **TTY:** (08) 9426 9315

**Email:** [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au) **Website:** [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

## Health and Disability Services Complaints Office (HaDSCO)

HaDSCO responds to complaints from people with disability, their families or carers about any disability sector organisation in Western Australia, including the Disability Services Commission. This is in accordance with Part 6 of the Disability Services Act 1993 (the Act). You may complain to the Director of HaDSCO about services provided or not provided to you.

You will need to explain why you believe the organisation was unreasonable. This could be:

- the way it responded to a complaint
- the way the service was provided
- not providing a service
- denying or restricting the individual's access to records
- disclosing confidential information
- not complying with the Carers Charter.

HaDSCO may encourage you to follow the organisation's complaint process before deciding whether it can consider your complaint under the Act.

**Contact:**

Health and Disability Services Complaints Office

**Phone:** (08) 6551 7600

**TTY:** (08) 6551 7640

**Freecall:** 1800 813 583

**Email:** [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

**Website:** [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

## Department of Social Services

To lodge a complaint about a disability service or organisation funded by the Australian Government, contact the Department of Social Services (formerly the Department of Families, Housing, Community Services and Indigenous Affairs).

It is best to try to resolve the matter with the relevant organisation before contacting the Department.

### **Contact:**

Department of Social Services Feedback

**Phone:** 1800 634 035

**Email:** [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

**Website:** [www.dss.gov.au](http://www.dss.gov.au)

## What can you complain about?

Like all members of the community, people with disability have the right to have their concerns and complaints taken seriously and addressed appropriately. Complaints can be made on any aspect of a community or government service. Some major issues and how to address them are listed here.

### **Abuse**

#### **National Disability Abuse and Neglect Hotline**

The National Disability Abuse and Neglect Hotline provides free, confidential, Australia-wide support and assistance regarding allegations of abuse and neglect involving a person or people with disability. The hotline documents reports on abuse and neglect, including physical, sexual, emotional, financial, legal and systemic abuse, constraints and restrictive practices, physical, emotional and passive neglect, and deprivation. The hotline works with callers to find appropriate ways to deal with these reports.

If a caller reports abuse or neglect in a government-funded disability organisation, the hotline will refer the report to the government body that funds the service for investigation.

If a caller reports abuse or neglect in another situation, the hotline will refer the report to an agency able to investigate or address the report such as the police, a complaints handling body or ombudsman. The hotline also refers callers to services and organisations for advocacy, legal aid or counselling services that can further assist and support a person who has experienced abuse or neglect.

**Contact:**

National Disability Abuse and Neglect Hotline

**Phone:** 1800 880 052

**TTY:** 1800 301 130

**National Relay Service:** 1800 555 677

**Translating and Interpreting Service:** 131 450

The hotline is open 8am–8pm (AEST), every day, Australia-wide.

**Email:** [enquiries@disabilityhotline.org](mailto:enquiries@disabilityhotline.org)

**Website:** [www.disabilityhotline.org](http://www.disabilityhotline.org)

**Public Interest Disclosure Act**

The Public Interest Disclosure Act 2003 (PID Act) enables any person to report witnessed or suspected unethical behaviour by a public authority or a publicly-funded body.

The Act ensures protection of the discloser’s identity, and there are strict criteria around matters that can be investigated under the Act. A person may make a disclosure of public interest information anonymously.

Concerns about improper conduct in a disability sector workplace can be addressed under the PID Act if there is a perceived or actual risk to the discloser’s well-being, service or employment.

The Disability Services Commission’s Consumer Liaison Officer, on (08) 9426 9244, can confidentially discuss ways of disclosing sensitive information about a disability service, and whether the PID Act may be applicable.

## **Emergencies**

**If you fear that you or someone you know is in imminent danger, phone 000 to receive immediate assistance from the police, ambulance or fire services.**

## **Community access**

The Federal Disability Discrimination Act 1992 makes it unlawful to deny or restrict a person's access to public premises or services on the grounds of disability. Examples include access to schools, transport services, workplaces, restaurants, shopping centres, businesses and sport or entertainment venues. You are entitled to make a complaint to the owner or manager of the relevant establishment under this Act, if reasonable access to premises is not available.

The Act confirms the right of people with disability to move about in the community using footpaths, crossings, public conveniences, parks and playgrounds. People experiencing difficulty accessing these and other facilities may lodge a report or complaint with the relevant local council.

## **Transport**

The WA Department of Transport and its portfolio partner, the Public Transport Authority (PTA), are committed to ensuring there are safe, accessible, sustainable and efficient transport services and systems which enhance the lifestyles of all West Australians.

Both departments have developed Disability Access and Inclusion Plans for 2012–2017. The plans recognise that people with disability and their families and carers have the same rights to access transport services as any other member of the community.

To register feedback or to make a complaint to the Department of Transport about an accessibility issue (general transport operations including main roads):

**Contact:**

Governance and Strategic Planning  
Department of Transport  
GPO Box C102  
Perth WA 6839

**Phone:** (08) 6551 6669

**National Relay Service:** 13 36 77

**Email:** [daip@transport.wa.gov.au](mailto:daip@transport.wa.gov.au)

**Website:** [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

People who wish to lodge feedback or complaints about public transport services in particular, can use the PTA online form on their website.

**Contact:**

**Phone:** Feedback line 13 62 13

**TTY:** (Transperth-metropolitan) (08) 9428 1999

**National Relay Service:** (Transwa-regional) call 13 36 77 and quote 1300 662 205

**Email:** [daip@pta.wa.gov.au](mailto:daip@pta.wa.gov.au)

**Website:** [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

## Discrimination

If you believe you have been discriminated against on the grounds of a disability or impairment, you can take action through the Western Australian Equal Opportunity Act 1984 or the Disability Discrimination Act 1992.

## Equal Opportunity Commission

The Western Australian Equal Opportunity Act 1984 makes it unlawful to discriminate against a person on the grounds of their impairment in relation to:

- employment
- accommodation
- education

- provision of goods, services and facilities
- gaining access to places and vehicles
- membership of clubs and incorporated associations
- sport
- application forms
- advertisements
- superannuation and provident funds.

**Contact:**

Commissioner for Equal Opportunity

**Phone:** (08) 9216 3900

**Freecall:** 1800 198 149

**TTY:** (08) 9216 3936

**Email:** eoc@eoc.wa.gov.au

**Website:** www.eoc.wa.gov.au

**Australian Human Rights Commission**

The Disability Discrimination Act 1992 has similar provisions to the Western Australian Equal Opportunity Act 1984. The Human Rights Commission assists people and organisations to achieve equal access and opportunities for people with disability.

**Contact:**

Australian Human Rights Commission

**Phone:** (02) 9284 9600

**TTY:** 1800 620 241

**Complaints infoline:** 1300 656 419

**General enquiries and publications:** 1300 369 711

**Fax:** (02) 9284 9611

**Email:** complaintsinfo@humanrights.gov.au

**Website:** www.humanrights.gov.au

## **Disability Discrimination Unit**

The Disability Discrimination Unit (DDU) at the Sussex Street Community Law Service in Victoria Park WA is funded by the Australian Government. The DDU provides legal advice and/or limited representation for people who wish to lodge a disability discrimination complaint.

### **Contact:**

Disability Discrimination Unit  
Sussex Street Community Law Service

**Phone:** (08) 6253 9500

**TTY:** (08) 9470 2831

**Fax:** (08) 9470 1805

**Local call:** 1300 648 655 (country only)

**Email:** [legal@sscls.asn.au](mailto:legal@sscls.asn.au)

**Website:** [www.sscls.asn.au](http://www.sscls.asn.au)

## **Education**

### **State government schools**

Parents or guardians who have a child or children with disability should first raise any concerns about education services directly with their school. If the matter cannot be resolved at this level, contact the relevant District Education Office or the Education Department.

### **Contact:**

Your local school, the District Education Office, or

**Email:** [complaints@det.wa.edu.au](mailto:complaints@det.wa.edu.au)

**Website:** [www.det.wa.edu.au/standardsandintegrity](http://www.det.wa.edu.au/standardsandintegrity)

### **Catholic schools**

For issues within Catholic schools.

### **Contact:**

Director of Catholic Education  
Catholic Education Office of Western Australia

**Phone:** (08) 6380 5200

**Email:** [ceowa@ceo.wa.edu.au](mailto:ceowa@ceo.wa.edu.au)

**Website:** [www.ceo.wa.edu.au](http://www.ceo.wa.edu.au)

## **Other non-government schools**

For issues that cannot be resolved with the school's principal or the chair of its governing body.

### **Contact:**

Department of Education Services (DES)

**Phone:** (08) 9441 1900

**Email:** [des@des.wa.gov.au](mailto:des@des.wa.gov.au)

**Website:** [www.des.wa.gov.au](http://www.des.wa.gov.au)

## **Employment**

The Australian Government provides funding for disability employment and advocacy services in all states and territories.

### **Complaints Resolution and Referral Service (CRRS)**

The CRRS is an independent avenue of complaint for users of Australian Government-funded disability employment and advocacy services. CRRS may be of use when complaints cannot be resolved internally and/or people feel that they cannot use an organisation's internal complaints mechanism.

The CRRS can assist with complaints in relation to:

- not getting paid
- not receiving the appropriate support to do a job
- workplace health and safety
- privacy and confidentiality
- rights, abuse and neglect
- breaches of the National Standards for Disability Services.

### **Contact:**

Complaints Resolution and Referral Service

**Phone:** 1800 880 052

**TTY:** 1800 301 130

**National Relay Service:** 1800 555 677

**Translating and Interpreting Service:** 131 450



**Email:** [crrs@workfocus.com](mailto:crrs@workfocus.com)

**Website:** [www.crrs.net.au](http://www.crrs.net.au)

## Health

To complain about a service provided by the WA Department of Health, or a private health service, first approach the hospital or health service concerned. Each hospital and health service has its own complaints procedure. If you do not receive a satisfactory response, you can lodge a complaint with the Health and Disability Services Complaints Office (HaDSCO) (see page 7). HaDSCO can look into complaints about any services provided by WA health providers including:

- hospitals
- doctors, dentists, pharmacists, nurses and other health care staff
- mental health services and psychiatrists
- psychologists, therapists and allied health professionals
- social workers employed in a health care setting
- aged care, hostels or supported residential services
- alternative health providers.

## **Mental health and the Office of the Chief Psychiatrist**

The WA Department of Health is responsible for providing public mental health services to people with a mental health or psychiatric condition as their primary diagnosis.

The Chief Psychiatrist is responsible for monitoring the standards of psychiatric care provided throughout the State.

If you have a complaint about the standard of psychiatric care provided to you by a mental health service, first try to resolve it at a local level with staff from the hospital or mental health service management.

If the matter is not resolved to your satisfaction, you can contact the

Chief Psychiatrist to raise your concerns either by letter or by phoning to speak to a staff member.

**Contact:**

The Chief Psychiatrist  
189 Royal Street  
East Perth WA 6004

**Phone:** (08) 9222 4462

**Fax:** (08) 9222 4244

**Website:** [www.chiefpsychiatrist.health.wa.gov.au](http://www.chiefpsychiatrist.health.wa.gov.au)

**Emergencies**

**Contact:**

The Mental Health Emergency Response Line

**Metropolitan:** 1300 555 788

**Peel district:** 1800 676 822

**Rurallink:** 1800 552 002

The Health and Disability Services Complaints Office (HaDSCO) (see page 7) can also receive complaints about any public or private mental health service in Western Australia.

**Housing**

The Western Australian Department of Housing, as well as providing public housing in metropolitan and country areas of Western Australia, can assist people with various other housing needs. This includes rental assistance, becoming a home owner and issues related to homelessness.

You can provide feedback or make a complaint about a Department of Housing service.

**Contact :**

The customer feedback line

**Phone:** (08) 9440 2363

**Toll Free:** 1800 257 677

**Website:** [www.dhw.wa.gov.au](http://www.dhw.wa.gov.au) – online feedback form

## Help to lodge a complaint

The following advocacy organisations may be able to help you with a complaint about a quality of service or discrimination matter by:

- advising you of your rights
- assisting you to put your complaint in writing
- acting as your advocate to ensure your rights are represented and upheld.

### Advocare

Advocare is an independent advocacy service that manages complaints from people receiving aged care and home and community care services. All assistance is free and confidential.

**Contact:**

**Phone:** (08) 9479 7566

**Freecall:** 1800 655 566 (country callers)

**Email:** [rights@advocare.org.au](mailto:rights@advocare.org.au)

**Website:** [www.advocare.org.au](http://www.advocare.org.au)

### Commissioner for Children and Young People (CCYP) WA

CCYP is the independent advocate for all children and young people in Western Australia to improve their wellbeing and ensure their voices are heard. Particular attention is given to children and young people who are vulnerable or disadvantaged for any reason. The Commissioner welcomes questions, feedback and suggestions from children and young people, their families and people who work with them.

**Contact:**

**Phone:** (08) 6213 2297

**Freecall:** 1800 072 444 (country callers)

**Fax:** (08) 6213 2220

**Website:** [www.ccyp.wa.gov.au](http://www.ccyp.wa.gov.au)

## Carers WA

Carers WA is a non-profit organisation which represents carers' interests in the West Australian community. Carers WA works in partnership with carers, people with disability, service providers, government and the wider community to achieve an improved quality of life for carers.

**Contact:**

**Phone:** 1300 227 377

**Carer counselling line:** 1800 007 332 (country callers)

**Fax:** (08) 6213 2220

**Email:** [info@carerswa.asn.au](mailto:info@carerswa.asn.au)

**Website:** [www.carerswa.asn.au](http://www.carerswa.asn.au)

## Ethnic Disability Advocacy Centre

The Ethnic Disability Advocacy Centre provides advocacy services for people with disability who come from culturally and linguistically diverse backgrounds.

**Contact:**

**Phone:** (08) 9388 7455

**Freecall:** 1800 659 921

**Fax:** (08) 9388 7433

**Email:** [admin@edac.org.au](mailto:admin@edac.org.au)

**Website:** [www.edac.org.au](http://www.edac.org.au)

## Health Consumers' Council

The Health Consumers' Council can advise on lodging health and mental health-related complaints about private health providers, hospitals, health insurers, the Medical Board of WA, and HaDSCO.

**Contact:**

**Phone:** (08) 9221 3422

**Freecall:** 1800 620 780

**Fax:** (08) 9221 5435

**Email:** [info@hconc.org.au](mailto:info@hconc.org.au)

**Website:** [www.hconc.org.au](http://www.hconc.org.au)

## People with Disabilities WA (Inc)

People with Disabilities WA is a non-government organisation that provides individual and systemic advocacy for people and groups with disability, as well as information and referral to services.

**Contact:**

**Phone:** (08) 9485 8900

**Freecall:** 1800 193 331

**Fax:** (08) 9386 1011

**TTY:** (08) 9386 6451

**Email:** [info@pwdwa.org](mailto:info@pwdwa.org)

**Website:** [www.pwdwa.org](http://www.pwdwa.org)

## Other advocacy organisations

### Advocacy South West (Inc.)

**Phone:** (08) 9791 3293

**Fax:** (08) 9791 3361

**Email:** [admin@advocacysouthwest.org.au](mailto:admin@advocacysouthwest.org.au)

**Website:** [www.advocacysouthwest.org.au](http://www.advocacysouthwest.org.au)

### Blind Citizens WA Inc

**Phone:** (08) 9355 5113

**Email:** [BCWA@westnet.com.au](mailto:BCWA@westnet.com.au)

**Website:** [www.bca.org.au](http://www.bca.org.au)

### Citizen Advocacy Perth West (for people with intellectual disability)

**Phone:** (08) 9445 9991 or (08) 9445 1118

**Fax:** (08) 9445 1260

**Email:** [enquiries@capw.org.au](mailto:enquiries@capw.org.au)

**Website:** [www.capw.org.au](http://www.capw.org.au)

## **Citizen Advocacy South Metropolitan (for people with intellectual disability)**

**Phone:** (08) 9452 7294

**Email:** [advocacy@casm.org.au](mailto:advocacy@casm.org.au)

**Website:** [www.casm.org.au](http://www.casm.org.au)

## **Developmental Disability WA (Inc.)**

**Phone:** (08) 9420 7203

**Fax:** (08) 9420 7204

**Email:** [ddcwa@ddc.org.au](mailto:ddcwa@ddc.org.au)

**Website:** [www.ddc.org.au](http://www.ddc.org.au)

## **Headwest (Brain Injury Association of WA Inc.)**

**Phone:** (08) 9445 9991 or (08) 9445 1118

**Fax:** (08) 9445 1260

**Email:** [enquiries@capw.org.au](mailto:enquiries@capw.org.au) **Website:** [www.capw.org.au](http://www.capw.org.au)

## **Midland Information Debt and Legal Advocacy Service (MIDLAS)**

**Phone:** (08) 9250 2123

**Fax:** (08) 9274 4115

**Website:** [www.midlas.org.au](http://www.midlas.org.au)

## **Personal Advocacy Service (for people with intellectual disability)**

**Phone:** (08) 9275 5388

**Email:** [admin@paswa.org.au](mailto:admin@paswa.org.au)

**Website:** [www.perthcatholic.org.au](http://www.perthcatholic.org.au)

## **Sussex Street Community Law Service and Individual Disability Advocacy Service (IDAS) for the Mid-West, Goldfields and the Great Southern areas of WA**

**Phone:** (08) 6253 9500

**Fax:** (08) 9470 1805

**TTY:** (08) 9470 2831 **Country Callers:** 1300 648 655

**Email:** [sscls@sscls.asn.au](mailto:sscls@sscls.asn.au) **Website:** [www.sscls.asn.au](http://www.sscls.asn.au)

## WA Deaf Society Inc.

**Phone:** (08) 9441 2677

**Fax:** (08) 9441 2616

**TTY:** (08) 9441 2655

**After hours emergency service:** for SMS or voice call 0410 017 540

**Email:** [info@wadeaf.org.au](mailto:info@wadeaf.org.au)

**Website:** [www.wadeaf.org.au](http://www.wadeaf.org.au)

## Assistance if complaints are not resolved

If you are not satisfied with the response to your complaint you may be able to obtain help from the State Ombudsman. The Ombudsman serves the WA Parliament and West Australians by receiving, investigating and resolving complaints about the decision-making and practices of WA public authorities. Public authorities include State Government departments, prisons, hospitals, schools and technical colleges, local governments and universities.

The Ombudsman may ask that you first try to resolve your complaint with the public authority involved. If your complaint is about a matter that can be dealt with by another complaint agency (such as HaDSCO) you may be asked to contact that agency in the first instance.

There are some things the Ombudsman cannot help with, such as complaints about decisions made by government ministers, or the actions of private individuals or businesses.

### Contact:

Enquiry Officer, State Ombudsman

**Phone:** (08) 9220 7555 **Freecall:** 1800 117 000

**National Relay Service:** TTY or modem users phone 133 677 and quote 9220 7555

**Voice-only (speak and listen) users:** 1300 555 727 and quote 9220 7555

### Translating and Interpreting Services (TIS) National:

Available 24 hours a day, every day, Australia-wide on 131 450.

**Email:** [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

**Website:** [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)



## Disability Services Commission

Address: **146–160 Colin Street**

**West Perth WA 6005**

Website: **[www.disability.wa.gov.au](http://www.disability.wa.gov.au)**

Email: **[clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au)**

Phone: **9426 9244**

Country callers: **1800 998 214**

TTY: **9426 9315**

**This publication is available in  
alternative formats on request.**

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cung cấp bằng Tiếng Việt**

**Habari hii inaweza kutolewa  
katika Kiswahili**

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