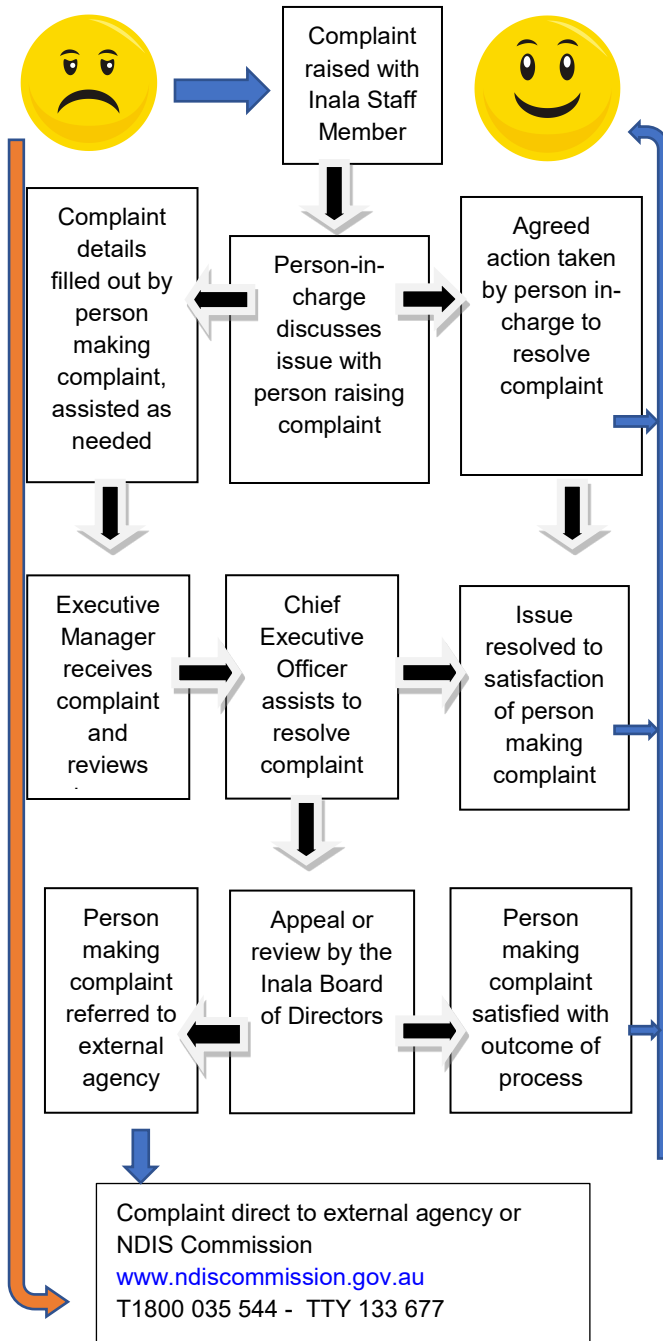


HOW TO MAKE A COMPLAINT



LEGAL ADVICE AND SERVICES
Intellectual Disability Rights Service (IDRS)
 Ph: 02 9318 0144 or 1800 666 611
Criminal Justice Support Network (CJSN)
 Ph: 1300 665 908 (24hrs)
Law Access NSW Ph: 1300 888 529
Community Legal Centres (CLC)
 Ph: 02 9318 2355
Disability Discrimination Legal Centre
 Ph: 9310 7722 or 1800 800 708 TTY
 02 9310 4320 or 1800 644 419

COMPLAINTS
NDIS COMMISSION
1800 035 544 - TTY 133 677
NSW Ombudsman
 02 9286 1000 or 1800 451 524 or TTY
 02 9264 8050
Individual and Group Advocacy Service (People with Disability Aust Inc)
 Ph: 02 9370 3100 or 1800 422 015 TTY
 02 9318 2138 or 1800 422 016

REPORTING ABUSE
NDIS COMMISSION
1800 035 544 - TTY 133 677
Australian National Disability Abuse and Neglect Hotline 1800 880 052 or TTY 1800 301 130

VICTIMS SUPPORT
Victims of Crime Bureau
 Ph: 02 9374 3000 or 1800 633 063 or
 TTY 02 9374 3175

Joint CEO – Martin Porteous
 Ph: 8853 0506 or mporteous@inala.org.au
Joint CEO – Rebecca van Bilsen
 Ph: 8853 0502 or rvanbilsen@inala.org.au
Miroma Manager – Nathalie Neveu
 Ph: 9337 5167 or nneveu@miroma.org.au
NW Day Services Manager – Daniel Puttlitz
 Ph: 9680 7949 or dputtlitz@inala.org.au
Accommodation Services Manager – Kerry Ballard
 Ph: 8853 0512 or kballard@inala.org.au



Your Rights and Responsibilities and how to give feedback



You have the same rights as anyone else. It means you can say things like where you would like to go, what you would like to do and how you would like to live your life.



If you feel unhappy about something that is happening you can tell staff, a friend, a family member or other external people who will help you.



Your carer may ask you for information about yourself but only what they need to know to assist you to get the things you need or want.



You can see and read anything that is in your file and anything written about you. Only people you allow can access your information



You have a right to be safe.



You have a responsibility not to hurt anyone or to break other people's things.



No one has the right to take your money.



No one has the right to touch you or make you touch them if you do not want them to.



If someone hurts you or makes you do something you do not think is right, tell your family, a staff member, your doctor or a friend.



We welcome all suggestions and ideas which can help us improve our services – please feel free to contact us. If you are not happy about anything, please tell us so we can fix it. A complaints process exists for you, if you feel you need it. Please see the summary in this brochure.



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