

**If you have a problem with MDS,  
with your carer  
or other service providers**



**You can make a complaint.  
You can speak to any staff member of MDS and they will  
help you to do this.**



**They will keep what you  
say private and explain  
what MDS can do to help  
you.**



**Making a complaint may  
also be helping a friend.**



If the complaint can not be resolved talk to the Team Leader, Coordinator or Manager by calling  
**(02) 46 218400**



You can also speak to the **General Manager, Anne Thorn**, to help you get the problem fixed.



If the complaint has not been resolved, talk to a member of the board for Macarthur Disability Services.

**Geoffrey Johnston - Phone: 4621 8400**

**Remember: For any meetings you have to resolve your complaint you may have a parent, advocate or support person present with you.**

If you are still unhappy you can ring a complaint resolution service:

**1 .Disability Complaints Service**

52 Pitt Street  
REDFERN NSW 2016  
Phone: 02 9319 6549  
Toll Free: 1800 424 001

**2. Macarthur Legal Centre**

4 Broughton Street  
CAMPBELLTOWN NSW 2560  
Phone: 02 4628 2042

**3. Intellectual Disability Rights Service**

Suite 2c 199 Regents Street  
REDFERN NSW 2016  
Phone: 02 9318 0144  
24 hour helpline: 1300 665 908

**4. Human Rights & Equal Opportunity Commission (Federal)**

133 Castlereagh Street  
SYDNEY NSW 2000  
Phone: 02 9284 9600  
Privacy Hotline: 1300 363 992

**5. National Complaint Resolution and Referral Service**

Locked Bag 2705 Strawberry Hills  
NSW 2012  
Phone: 1800 880 052  
TTY: 1800 301 130  
National Relay Service: 1800 555 677  
Telephone Interpreter Service: 131 450

**6. NSW Ombudsman**

Level 24, 580 George Street  
SYDNEY NSW 2000  
Phone: 02 9286 1000  
Toll free: 1800 451 524  
Fax: 02 9283 2911  
TTY: 02 9264 8050