



## Macarthur Disability Services Ltd

### If you have a problem with Macarthur Disability Services

- 1 Remember that if you have a problem with Macarthur Disability Services you have the right to complain.
- 2 You will not be in trouble for complaining.
- 3 Get the problem clear in your own mind. You may need to get someone to help you to do this.
- 4 Try to talk to the person you have the problem with, if you feel you can. Take someone with you if you want.
- 5 See if the problem gets better after you talk.
- 6 It might be a good idea to write the problem down and how it could be fixed. Ask a staff person, the Manager or your advocate for help with this.
- 7 You can also speak to the **General Manager, Anne Thorn**, to help you get the problem fixed.
- 8 If this doesn't fix the problem ask to talk to a member of the Board of Directors.

Geoffrey Johnston  
4621 8400

- 9 If you think a crime has been committed you should call your local police station.

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

10. If you are still unhappy you can ring:

**Disability Complaints Service**

52 Pitt Street

REDFERN NSW 2016

Phone: 02 9319 6549

Toll Free: 1800 424 001

**National Complaint Resolution and Referral Service**

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Telephone Interpreter Service: 131 450

**Intellectual Disability Rights Service**

Suite 2c 199 Regents Street REDFERN NSW 2016

Phone: 02 9318 0144

24 hour helpline: 1300 665 908

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

133 Castlereagh Street

SYDNEY NSW 2000

Phone: 02 9284 9600

Free Call: 1800 021 199

**Macarthur Legal Centre**

4 Broughton Street

CAMPBELLTOWN NSW 2560

Phone: 02 4628 2042

**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

E-mail: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

**Privacy NSW**

Phone: (02) 9268 5588

Fax: (02) 9268 5501

**This section completed at Service Participant Get-Together meeting**

Service Participant Representative \_\_\_\_\_

MDS Representative \_\_\_\_\_

Date \_\_\_\_\_