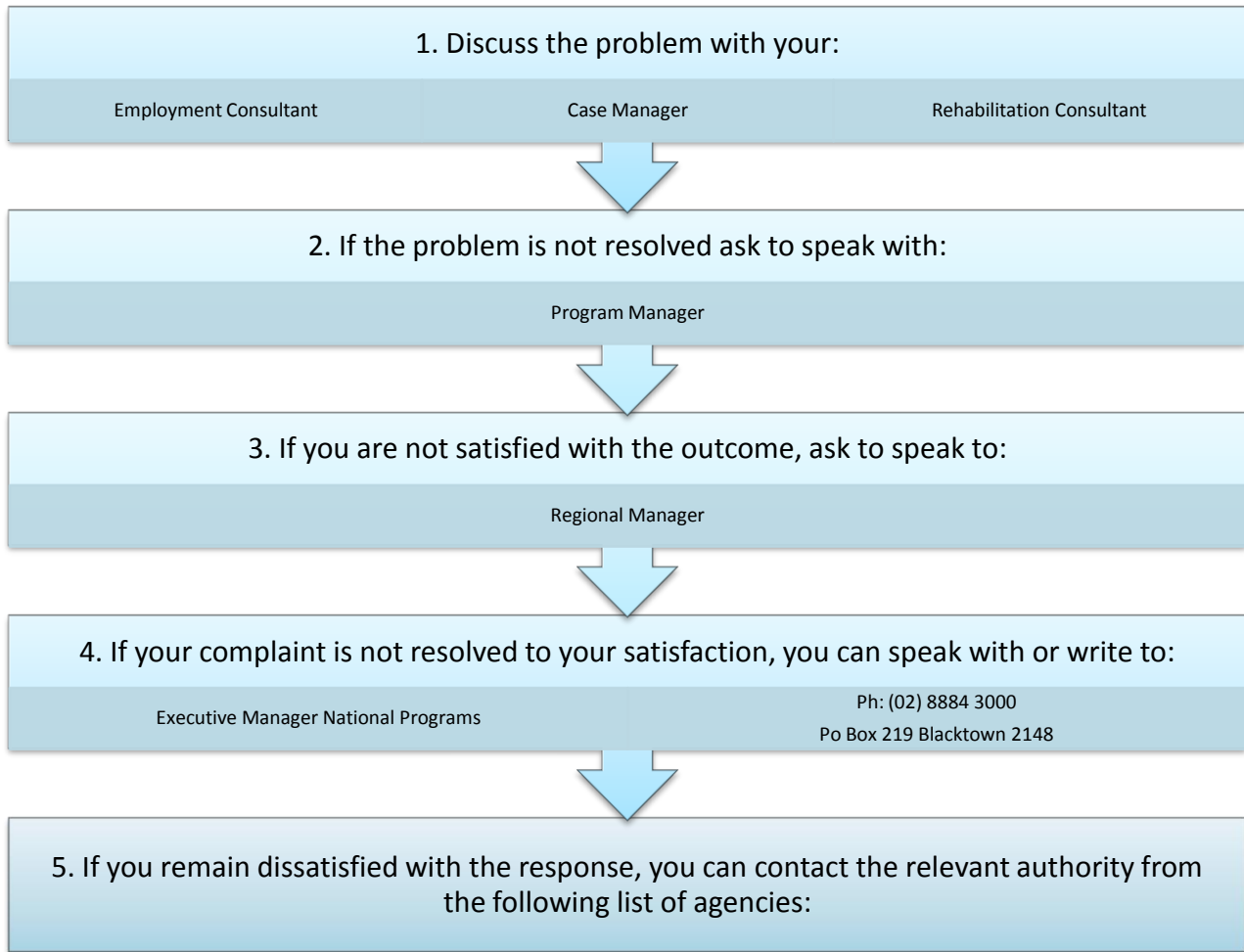


WHAT TO DO IF YOU HAVE A COMPLAINT



**Anti Discrimination Board (ADB) 1800 670 812**

The ADB investigates and conciliates complaints of discrimination, harassment and vilification. It informs and educates the people of NSW, employers and service providers about their rights and responsibilities under anti-discrimination law.

**Complaints Infoline 1300 656 419**

A national anti-discrimination commission (Human Rights and Equal Opportunities Commission) was established by the Australian Parliament in 1986 to administer federal laws relating to discrimination and human rights infringements. The Commission investigates and conciliates complaints about race, sex and disability discrimination and other human rights matters.

**Complaints Resolution and Referral Service (CRRS) 1800 880 052**

The CRRS assists to resolve complaints about disability employment and advocacy services that are funded under the Commonwealth Disability Services Act.



Australian Government
**Department of Education, Employment
and Workplace Relations**

DEEWR Customer Service Line 1800 805 260

If you are not satisfied with the service you have received, you should raise this first with your Job Network member. If you are still not satisfied, then you should phone the DEEWR Job Network Customer Service Line on 1800 805 260. A Customer Service Officer will try to resolve your concerns quickly and fairly.

Disability Complaints Service (DCS) (02) 9319 6549

DCS is a free service to help people with a disability who wish to make a complaint about their rights being infringed. Any person living in New South Wales who has a disability or any person wishing to make a complaint on behalf of a person with a disability can access this service.



Human Rights & Equal Opportunities (HREO) (02) 9284 9600

HREO investigates discrimination on the grounds of race, colour or ethnic origin, racial vilification, sex, sexual harassment, marital status, pregnancy, or disability.



National Disability Service Abuse and Neglect Hotline 1800 880 052

Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation.



*Guardianship
Tribunal*

Guardianship Tribunal (02) 9556 7600

Tribunal conducts hearings throughout New South Wales. Its primary role is to make guardianship and financial management orders for people aged 16 years and over with decision-making disabilities.



Self Advocacy – Sydney Inc (02) 9622 3005

A Self Advocacy organisation run by and for people with an Intellectual Disability. They provide information and support to individuals and groups to promote awareness of their rights and responsibilities within the community. They also support people who want to develop their skills and confidence so they can speak out and make decisions that will effect their own lives.



Intellectual Disability Rights Service (IDRS) (02) 9318 0144

IDRS assists anyone in NSW with an intellectual disability exercise their rights under the law. Legal advice and information is provided for people with an intellectual disability or others acting on their behalf within NSW.

Contact details for all Break Thru Employment Solutions offices can be found at:

<http://www.breakthru.org.au/html/ContactUs.html>