

aruma.

Disability services. Putting you first.

People You Can Complain to in ACT



It is written in an easy to understand way.

We use pictures to explain things.





**What if I do not want to
complain to someone at
Aruma?**



There are other services you can
talk to.

1

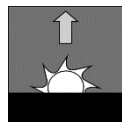


You can talk to **Your Call**.



You can ring them on **1300 790 228**

7

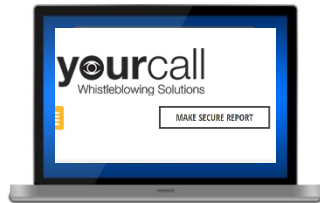


after 7 in the morning and

→ 12



before midnight.



You can make a report on their website at

www.yourcall.com.au/report



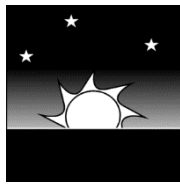
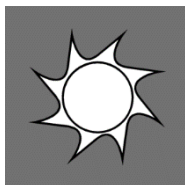
A report is when you type in what you want to tell them.

Make your Report

Your Organisation ID (Required):

The Organisation ID is supplied to you by the no space is allowed between letters and num

You will need to type in a special code **ARUMA**



You can make a report on the Your Call website any time of the day or night.

2



If you are over 65 years old
you can contact the **Aged Care
Quality and Safety Commission.**



You can ring on **1800 951 822**



You can fill out an **Online Complaints
Form**

or you can write to them at:

Aged Care Quality and Safety
Commission

GPO Box 9819, in your capital city.

3



Complaints Resolution and Referral Service



You can ring on **1800 880 052** (free)



If you are deaf or have trouble speaking you can ring the National Relay Service

National Relay Service **1800 555 727**

then ask for **1800 880 052.**

4

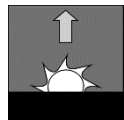


**National Disability Insurance
Scheme (NDIS)**



You can ring on **1800 800 110**

8



after 8 in the morning



11



and before 11 at night.



If you are deaf or have trouble speaking you can ring the National Relay Service on **1800 555 727** then ask for **1800 800 110**

5



People with Disability Australia.



You can ring on **1800 422 015**



Website: www.pwd.org.au

6



The ACT Human Rights Commission



You can ring on **(02) 62052222**



National Relay Services:

(02) 6205 1666



Website: www.hrc.act.gov.au



Email: human.rights@act.gov.au



ACT Ombudsman

You can make a complaint and they will help to work it out.



You can ring on **1300 362 072**



Email: ombudsman@ombudsman.gov.au



Web: ombudsman.act.gov.au

8

Official Community Visitors

Scheme



This is for people who get supported living services from Aruma.



Phone **1800 150 036**