



**Disability services. Putting you first.**

# Other Places You Can Complain to in NSW



**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.

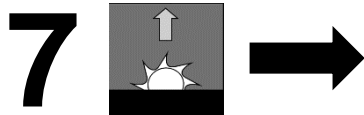
1



You can talk to **Your Call**.



You can ring them on 1300 790 228



after 7 in the morning and



before midnight.

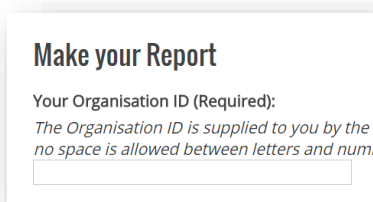


You can make a report on their website at

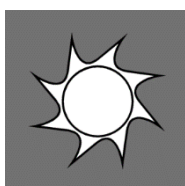
[www.yourcall.com.au/report](http://www.yourcall.com.au/report)



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



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.



You can email them at.

[info@yourcall.com.au](mailto:info@yourcall.com.au)

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

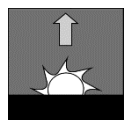


National Disability Insurance  
Scheme (NDIS)



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](http://www.pwd.org.au)



6



**The New South Wales Ombudsman**



You can ring on **02 9286 1000**



Website [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

7



## Official Community Visitor Scheme

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



You can ring on **02 9286 1000**