

We have an Aboriginal Inclusion Unit if you would like to speak with an Aboriginal staff member.

Journey Together artwork by Jasmine Sarin, a proud Kamilaroi and Jerrinja woman.

Our work with Aboriginal people

The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW. Through complaint handling, review, monitoring, investigation, advice, training and community education, we seek to improve the administration and delivery of public and community services in NSW.

Who can I complain about?

- **NSW government agencies and authorities** – departments of Industry, Planning and Environment, Education and training, Customer Service, Transport, Treasury, Revenue NSW and Communities and Justice (including Housing), as well as local Aboriginal land councils, the NSW Aboriginal Land Council, and the Registrar of the *Aboriginal Land Rights Act 1983*.
- **Community service providers** – including out-of-home care agencies and child and family support services.

We oversee the work of many organisations, including the departments of Industry, Planning and Environment, Customer Service, Transport, Education and Training (including schools, TAFE and early childhood), Communities and Justice (including Housing), and Health, and non-government organisations that provide community services, such as accommodation, counselling, emergency assistance and recreational activities.

Handling complaints about government agencies and community service providers

If you think you have been treated unfairly by a government agency or service provider or have not received the services you need, you may choose to make a complaint to us.

STEP 1: Usually, you should try to fix the problem first by contacting the agency or service provider yourself. You can contact us if you need help to do this. If we cannot help you, we will refer you to somebody who can.

STEP 2: We handle complaints for you

Depending on the issue, we can:

- directly investigate a complaint
- look into a complaint you have already made
- take other steps to help you resolve your complaint with the agency or service provider.

If the complaint affects more than one person, we may also bring together community members, agencies and services to come up with local solutions and prevent problems from re-occurring.

Addressing system-wide problems affecting Aboriginal people

We prepare reports and submissions on systemic problems raised with us by Aboriginal communities.

Since 2005, we have prepared more than 20 reports and submissions. These reports have led to a number of practical changes to the way agencies and service providers carry out their work in delivering services to Aboriginal communities.

Aboriginal cultural awareness and working with Aboriginal communities training

Our Aboriginal Inclusion Unit is available to deliver comprehensive training workshops to organisations across NSW.

Our *Aboriginal cultural appreciation training* provides an overview of Aboriginal history and culture, as well as culturally appropriate communication protocols and relationship building strategies to help organisations provide responsive, flexible and consistent services to Aboriginal people.

Our *Working with Aboriginal communities* training focuses on the key elements of good consultation to help organisations engage and consult more effectively with Aboriginal people.

In both workshops, participants will hear personal stories and be able to workshop scenarios specific to their situations and responsibilities. For more information about our training, contact us or visit our website.

Please follow us:



Contact us for more information

Our business hours are: Monday to Friday, 9am–5pm (*Inquiries section closes at 4pm*)

If you wish to visit us, we prefer you make an appointment. Please call us first to ensure your complaint is within our jurisdiction and our staff are available to see you.

Level 24, 580 George Street
Sydney NSW 2000

Mail: Level 24, 580 George St, Sydney NSW 2000

General inquiries: 02 9286 1000

Toll free: 1800 451 524 (outside Sydney metro)

NRS: 133 677

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

or email our Aboriginal Inclusion Unit directly:
AU@ombo.nsw.gov.au

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 Feedback is welcome.