

Contact

Visit or write a letter to us

Aboriginal Inclusion Unit
NSW Ombudsman
Level 24, 580 George Street
Sydney NSW 2000

Our business hours are
Monday to Friday, 9am–5pm
(inquiries section closes at 4pm)
Please phone us first to arrange a time.

Write an email and send it
to **aiceu@ombo.nsw.gov.au**

Phone us!

Phone to talk to us **02 9286 1000**

Phone us toll free (from outside Sydney)
1800 451 524

For more information you can also look
at our website **www.ombo.nsw.gov.au**

Artwork by:
Jasmine Sarin, a proud Kamilaroi and Jerrinja woman.

Feedback is welcome. ♻️ 08/2019

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**Talk
to
us!**

Got a complaint?

The NSW Ombudsman can help with complaints about:

- NSW government agencies - schools, universities and TAFE, community services, transport, health and hospitals
- certain non-government community service providers.

What we can help with

We can help if you have a complaint about:

- child protection
- community services
- local councils
- Aboriginal land councils, or
- other NSW government agencies.

Talk to us!

We have dedicated staff to help you.

Talk to us! We can:

- answer your questions on the phone
- look into your complaints and report back to you
- find other ways to help with your problem
- suggest changes to the organisation or service provider to fix the problem.

How to make a complaint

You can:

- call us
- write to us
- ask anyone – a relative, friend, solicitor, welfare worker or anyone else – to complain on your behalf
- ask your local Member of Parliament to make the complaint for you.

Also you can seek help from the Aboriginal Legal Service, Aboriginal Land Council and other Aboriginal organisations.