We check disability and other services

The NSW Ombudsman

Easy English 2015
We deal with complaints about your service

Complain or complaint means to say you are not happy.

We want to fix the problem quickly.

We will
- talk about the problem
- try and fix the problem with you and your service.
We work with disability and other services to make them better

- We look at how services fix problems.

- We help services deal with complaints better.

We check disability and other services

- We **investigate serious** problems for people who get disability or other services. Investigate means to find out what happened. Serious means very bad.

- We look at services where
  - children live
  - adults with a disability live.
We check if people who live there get good care.
If we are worried about a person, we tell
– the government
– the service.
We talk about ways the service could be better.

- We look at services where a child or person with disability has died.
  We check if the service could have stopped the person from dying.
  We talk about ways the service could be better.

- We make sure disability and other services follow the rules.
We tell people about how to complain and how to fix complaints

We talk to
- services
- people who get services
- carers
- the community.

We tell them about how to
- complain
- work with complaints
- fix complaints.
Community Visitors

We plan the visits for Community Visitors.

Community Visitors check what is happening in houses that disability and other services look after.

For example, group homes and boarding houses.

The community visitor will

● look at the home
● talk to the people who live there
● talk to the staff
● try to fix complaints.

Make your own decisions

Do you need help to make decisions?

We can help you find a person or service to help you

● understand information
● say what you want to say or do.
More information about the NSW Ombudsman

You can contact us
Monday to Friday 9am - 4pm.

Call
02 9286 1000
1800 451 524 - outside Sydney city area

Email
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Visit
Make an appointment first.
To make an appointment
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● email.
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