

LEGAL ASSISTANCE

If you require legal assistance, one of the agencies listed below may be able to help.

Darwin Community Legal Service

75 Woods St, Darwin NT

1800 812 953 or (08) 8982 1111

info@dcls.org.au

www.dcls.org.au

Northern Territory Legal Aid Commission

9-11 Cavenagh Street, Darwin NT

Legal Aid Helpline: 1800 019 343

info@ntlac.nt.gov.au

www.legalaid.nt.gov.au

North Australian Aboriginal Justice Agency (NAAJA)

61 Smith Street, Darwin NT

1800 898 251 or 8982 5100

55 Bath Street, Alice Springs NT

1800 636 079 or 8950 9300

www.naaja.org.au

Top End Women's Legal Service (TEWLS)

2/17 Lindsay Street, Darwin NT

1800 234 441 or 8982 3000

admin@tewls.org.au

www.tewls.org.au



By Telephone

Freecall 1800 806 380
or (08) 8999 1818



By Mail

NT Ombudsman
PO Box 1344
DARWIN NT 0801



By E-mail

ombudsman@nt.gov.au



In Person

6th Floor, NT House,
22 Mitchell St
Darwin, NT



Online

www.ombudsman.nt.gov.au



If you need help from an interpreter to make a complaint, you can phone 131 450

Better Government

IMPROVE GOVERNMENT SERVICES



www.ombudsman.nt.gov.au

 **ombudsmanNT**

Independent · Fair · Free

WHAT THE OMBUDSMAN DOES

The Ombudsman NT resolves and investigates complaints about Northern Territory Government departments and authorities and local government councils.

The Ombudsman also oversees investigations into complaints about Police conduct.

WHAT CAN I COMPLAIN ABOUT?

The Ombudsman can investigate complaints that actions by an agency were:

- contrary to law;
- unreasonable, unjust or oppressive or improperly discriminatory;
- based on improper motives or irrelevant grounds;
- based upon a mistake of law or fact; or
- otherwise wrong.

WHEN WE CAN'T HELP

There are things the Ombudsman doesn't have power to do. For example, we can't:

- provide legal advice;
- investigate court or tribunal matters;
- investigate decisions of Cabinet or ministers or issues relating to actions of politicians, private individuals or businesses.

If your issue is outside of the Ombudsman's power, we will try to assist you by putting you into contact with someone who can help.

This brochure lists a number of other complaints offices and legal assistance organisations that may be able to help in some cases.

WHAT YOU NEED TO DO

FIRST

Contact the agency you are dealing with to give it the chance to address your concerns. You may have a contact person or other contact details in information already provided. Or there may be information about how to make enquiries and complaints on the agency's website.

A quick call or brief email to the agency can often clear up any questions or concerns.

NEXT

If you aren't satisfied with that response, you can take the next step in the agency's complaints process. Or, if you can't identify the next step, you can:

- Gather all relevant information in relation to your complaint, for example, dates, times, names, emails, letters, other documents.
- Write a letter or email attaching as much information as possible. If your complaint can be set out in a timeline this can be helpful.
- Direct your letter or email to the Chief Executive of the agency you are complaining about. You will be able to find contact details on the agency website or you can request the postal address of NT Government agencies by calling the NTG switchboard on 8999 5511 or our Office.

You should allow a period of about 14 days for a response to your complaint.

STILL NOT SATISFIED

If you remain unsatisfied with the agency's response you can contact the Ombudsman NT. You should provide all the information you have about your complaint and the agency's response.

There is an online complaint form but you can also complain by letter.

OTHER COMPLAINTS OFFICES

If your complaint relates to any of the following areas, you can contact the office listed below.

Goods & services, Private rentals, Residential construction

Consumer Affairs
1800 019 319 or 8999 1999
www.consumeraffairs.nt.gov.au

Employment

Fair Work Ombudsman
131 394
www.fairwork.gov.au

Telephones, Internet, Communications

Telecommunications Industry Ombudsman
1800 062 058
www.tio.com.au

Banking, Financial, Superannuation, Insurance

Australian Financial Complaints Authority
1800 931 678
www.afca.org.au

Health or Community services

Health & Community Services Complaints Commission
1800 004 474 or 8999 1969
www.hcsc.nt.gov.au

Whistle Blowers

Independent Commissioner Against Corruption
1800 250 918
www.icac.nt.gov.au

Commonwealth Government

Commonwealth Ombudsman
1300 362 072
www.ombudsman.gov.au