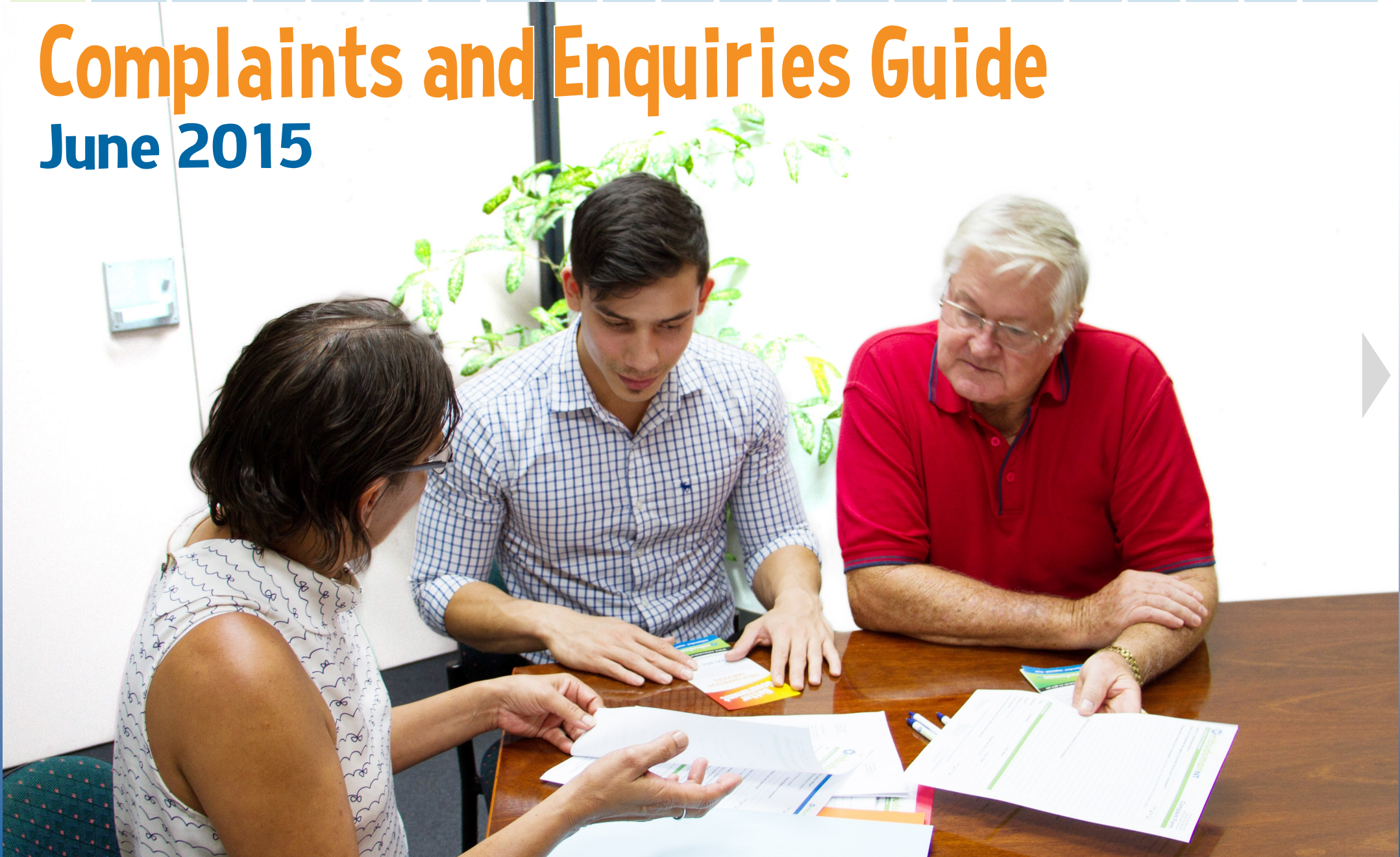


Complaints and Enquiries Guide

June 2015



Introduction

This document has been produced by the Office of the Ombudsman for the NT. The Ombudsman is appointed to receive complaints from members of the public who feel they have been treated unfairly or inappropriately by Northern Territory Government agencies, and local government councils, Northern Territory Police or Correctional Services. The Ombudsman is independent and provides a free service to the public. The Ombudsman has powers to investigate actions, decisions, practices and procedures of most government departments, statutory bodies and local councils. Most complaints are resolved by way of preliminary inquiry or by use of alternative dispute resolution processes. If a complaint is sustained, the Ombudsman can recommend corrective action in respect of that complaint.

For members of the public whose complaints or enquiries are not within the jurisdiction of the Ombudsman to investigate, the office endeavours to direct people to an appropriate body that is able to deal with their specific concerns.

How to use this document

This document lists some of the organisations where you can make complaints or enquiries. The functions covered are listed in the Index section. Look at the Index to see if your complaint or problem falls within one or more of the topics listed. Most listings show where to complain and where to get help with your complaint/problem. Keep in mind that many simple complaints can often be worked out by contacting the person, business or organisation you are unhappy with.

If you are still unsure where to go you can contact our office for assistance or see the end of this publication for other information.

Contact the Ombudsman

Ombudsman's Office

12 floor, 22 Mitchell Street , Darwin NT 0800

PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818

Toll free: 1800 806 380

Fax: (08) 8999 1828

Email: ombudsman@nt.gov.au

Website: www.ombudsman.nt.gov.au

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Accountants

CHARTERED ACCOUNTANTS AUSTRALIA AND NEW ZEALAND (CAANZ)

The Institute of Chartered Accountants Australia (ICAA) and the New Zealand Institute of Chartered Accountants have amalgamated to become Chartered Accountants Australia and New Zealand.

Enquiries or complaints against a Chartered Accountant should be addressed to:

Senior Advisor Professional Conduct
Institute of Chartered Accountants Australia
GPO Box 9985, SYDNEY NSW 2001

Telephone: 1300 137 322

Fax: (02) 9262 1310

Email: membercomplaints@charteredaccountants.com.au

Website: www.charteredaccountants.com.au

INSTITUTE OF PUBLIC ACCOUNTANTS

The IPA has an investigations and disciplinary process to accept written complaints against IPA members.

As a condition of membership all IPA members are subject to this investigation and disciplinary process for alleged breaches of the IPA Constitution, By-laws, Pronouncements and professional and ethical standards.

Investigations Officer
GPO Box 1637, MELBOURNE VIC 3001

Telephone: (08) 8227 2255

Fax: (08) 8227 1211

Email: complianceadvisor@publicaccountants.org.au

Website: www.publicaccountants.org.au

CPA AUSTRALIA

CPA Australia handles complaints against member accounting organisations.

Level 3, 62 Cavenagh Street , Darwin NT 0800

PO Box 1633, Darwin NT 0801

Telephone: (08) 8981 2116

Website: www.cpaustralia.com.au

Adult Guardianship

OFFICE OF ADULT GUARDIANSHIP

Adult Guardianship gives someone the legal responsibility to make decisions for someone else, over the age of 18, who has limited decision making capacity. The Office of Adult Guardianship sits within the Health Department. In the first instance complaints should be directed to the most appropriate address below.

DARWIN:

EXECUTIVE OFFICE OF ADULT GUARDIANSHIP

PO Box 40596 Casuarina NT 0811

Telephone: (08) 8922 7343

Fax: (08) 8922 7304

OFFICE OF THE PUBLIC GUARDIAN

Ground Floor Casuarina Plaza,

Corner Trower Road and Vanderlin Drive, Casuarina NT 0810

PO Box 40596 Casuarina NT 0811

Telephone: (08) 8922 7116

ALICE SPRINGS:

EXECUTIVE OFFICE OF ADULT GUARDIANSHIP

Territory Housing Building,

2/21 Gregory Terrace, Alice Springs NT 0870

Telephone: (08) 8951 6028

Fax: (08) 8952 4395

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OFFICE OF THE PUBLIC GUARDIAN

Flynn Drive, Alice Springs NT 0870

Telephone: (08) 8951 6741

Website: www.health.nt.gov.au/Aged_and_Disability/Adult_Guardianship/index.aspx

DEPARTMENT OF HEALTH

Complaints that relate to services provided by the Department of Health should be made direct to the office staff in that area in the first instance.

If you remain dissatisfied, the complaint can be escalated to the Chief Executive in writing.

Health House, 87 Mitchell Street
Darwin NT 0800

PO Box 40596, Casuarina NT 0811

Telephone: (08) 8999 2400

Website: www.health.nt.gov.au/Agency/Complaints_and_Compliments/index.aspx

The complaint can be further escalated to the Health and Community Services Complaints Commission (HCSCC) OR if the person prefers, they can go direct to the HCSCC in the first instance.

Complaints can be lodged online, over the phone or in person.

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service.

NT House, 5th Floor, 22 Mitchell Street, Darwin NT 0800
GPO Box 4409, Darwin NT 0800

Telephone: (08) 8999 1969

Toll free: 1800 004 474

Website: www.hcsc.nt.gov.au

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

The DCLS Aged and Disability Rights Service offers free advocacy and advice to individuals and their carers regarding Adult Guardianship issues and processes

8 Manton Street, Darwin NT 0801

GPO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111

Toll free: 1800 812 953

TTY: 8982 1177

Fax: (08) 8982 1112

Email: Info@dcls.org.au

Website: www.dcls.org.au

Advertising

If you have a complaint about advertisements on commercial TV or radio – NOT ABC or SBS you should direct your complaint to the complaint section at the TV or radio station in the first instance. If you remain dissatisfied with the outcome you can then contact the Advertising Standards Bureau.

ADVERTISING STANDARDS BUREAU

The Advertising Standards Bureau manages complaints about the use of language, discriminatory portrayal of people, concern for children, portrayal of violence, sex, sexuality or nudity and health and safety.

Telephone: (02) 6262 9822

Website: www.adstandards.com.au

If you are not happy with the outcome you can contact the Australian Competition and Consumer Commission.

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AUSTRALIAN COMPETITION AND CONSUMER COMMISSION (ACCC)

8th floor, 9-11 Cavenagh Street, Darwin NT 0800
PO Box 3056 Darwin NT 0801

Toll free: 1300 302 502

Telephone: 8946 9666

Website: www.accc.gov.au

AUSTRALIAN BROADCASTING AUTHORITY

If your complaint relates to advertising during a children's time slot or the amount of advertising on during an hour contact:

PO Box Q500, Queen Victoria Building Sydney NSW 12300

Toll free: 1800 226 667

Telephone: 02)9334 7700

Website: www.acma.gov.au

If your complaint relates to misleading and / or deceptive advertising contact:

NORTHERN TERRITORY CONSUMER AFFAIRS

Email: consumer@nt.gov.au

Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810

PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

PO Box 1745, ALICE SPRINGS NT 0871

Telephone: (08) 8999 1999

Toll free: 1800 019 319

Fax: (08) 8935 7738

SMS: 040 111 6801

Aged Care/Seniors

COUNCIL OF THE AGEING (COTA) NORTHERN TERRITORY

COTA has a focus on national policy issues. Through extensive research and consultation via its members, COTA Australia aims to accurately represent the views of seniors throughout Australia.

Spillett House, 65 Smith Street
Darwin NT 0800

Telephone: (08) 89411004

Email: admin@cotant.org.au

Website: www.cotant.org.au

NATIONAL AGED CARE ADVOCACY LINE

Telephone: 1800 700 600

DEPARTMENT OF HEALTH

Complaints that relate to services provided by the Department of Health should be made direct to the office staff in that area. If not satisfied with the response the complaint can be escalated to the Chief Executive in writing.

Health House, 87 Mitchell Street
Darwin NT 0800

PO Box 40596, Casuarina NT 0811

Telephone: (08) 8999 2400

Website: www.health.nt.gov.au/Agency/Complaints_and_Ccompliments/index.aspx

The complaint can be further escalated to the Health and Community Services Complaints Commission (HCSCC) OR if you prefer you can go direct to the HCSCC.

***For more information please see [next page](#).*

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HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service. The HCSCC can refer the complainant to other organisations if they are unable to help.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800
GPO Box 4409, Darwin NT 0800
Telephone: (08) 8999 1969
Toll free: 1800 004 474
Website: www.hcsc.nt.gov.au

AGED CARE COMPLAINTS SCHEME

The Aged Care Complaints Scheme provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

- Residential care
- Home Care Packages
- Commonwealth funded HACC services
- Complaints can relate to care, catering, financial matters, hygiene, equipment, security, discrimination, activities, choice, comfort and safety or other matters related to the responsibilities of a service provider.

Australian Department of Social Services
GPO Box 9820 Darwin NT 0800
Telephone: 1800 550 552
Website: agedcarecomplaints.govspace.gov.au/concern-2/

On-line complaint form:
www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/aged-care-complaints-scheme/about-the-aged-care-complaints-scheme/aged-care-complaints-scheme-lodge-a-complaint-online

OFFICE OF THE AGED CARE COMMISSIONER

Complaints to the Aged Care Commissioner first have to be raised with the Department of Social Services' Aged Care Complaints Scheme. If you are dissatisfied with the Aged Care Complaints Scheme you can complain to :

Locked Bag 3, Collins Street East VIC 8003
Telephone: 1800 500 294
Fax: (02) 6204 5293
Email: acc@agedcarecommissioner.gov.au
Website: www.agedcarecommissioner.gov.au

On-line complaint form:
www.agedcarecommissioner.gov.au/complaints/submit-a-complaint/

DARWIN COMMUNITY LEGAL SERVICES

8 Manton Street
Darwin NT 0801
GPO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Toll free: 1800 812 953
TTY: 8982 1177
Fax: (08) 8982 1112
Email: Info@dcls.org.au
Website: www.dcls.org.au

NORTHERN TERRITORY CONSUMER AFFAIRS

If your complaint relates to retirement villages Consumer Affairs may be able to assist you.

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

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ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces,
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

Airlines

AIRLINE CUSTOMER ADVOCATE (ACA)

The Airline Customer Advocate (ACA) provides a free and independent service to customers of major Australian airlines by facilitating the resolution of current unresolved complaints about airline services.

Airline Customer Advocate,
Level 18, 363 George Street
Sydney, NSW 2000
Telephone: 1800 813 129
Fax: (03) 8668 1442
Website: www.airlinecustomeradvocate.com.au/General/Default.aspx

Apprenticeships and Traineeships

AUSTRALIAN APPRENTICESHIPS NT

Telephone: (08) 89358200
Website: www.australianapprenticeshipsnt.com.au

DARWIN

6 Searcy Street
Darwin NT 0800

KATHERINE

19 Second Street
Katherine NT 0850

ALICE SPRINGS

19 Hartley Street
Alice Springs NT 0870

Banks, Money and Credit

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Banks, Money and Credit

For complaints relating to banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds, pooled superannuation funds, estate planning, estate management or trustee services.

FINANCIAL OMBUDSMAN SERVICE (FOS)

The complainant should try to resolve the matter with the service provider in the first instance. If the matter remains unresolved the complaint can be escalated to the Financial Ombudsman Service.

GPO Box 3, Melbourne VIC 3001

Telephone: (03) 9613 7366
Toll free: 1300 78 08 08
TTY: 133 677
Speak and Listen calls: 1300 555 727
Fax: (03) 9613 6399
Website: www.fos.org.au

CREDIT AND INVESTMENTS OMBUDSMAN (CIO)

The CIO provides consumers with a free and impartial dispute resolution service as an alternative to legal proceedings for resolving complaints with their financial services and product providers who are members of the scheme.

PO Box A252, South Sydney NSW 1235
Toll free: 1800 138 422
TTY: 133 677
Speak and Listen calls: 1300 555 727
Fax: (02) 9273 8440
Website: www.cio.org.au

AUSTRALIAN SECURITIES & INVESTMENTS COMMISSION (ASIC)

ASIC may be able to help resolve complaints about superannuation, managed funds, financial advice, insurance, unfair or anti-competitive market practices, financial losses as a result of mistakes, bad judgment, risk-taking or commercial disputes.

Level 7, TIO Centre 24 Mitchell Street
Darwin NT 0800
GPO Box 9827 Darwin NT 0801
Telephone: (08) 8943 0900
Fax: (08) 8943 0910
Website: www.asic.gov.au

NORTHERN TERRITORY CONSUMER AFFAIRS

Consumer Affairs is an independent office within the Department of Attorney - General and Justice. They aim to promote and regulate responsible business conduct through administration of a regulatory system that protects consumer interests.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

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DARWIN COMMUNITY LEGAL SERVICE (DCLS)

The DCLS Credit and Debt Legal Service offers free legal assistance to individuals including mortgage and repossession issues, loans and credit cards, payday and unsecured loans, superannuation, debt collection, monies owed, credit reporting, bankruptcy and insolvency, faulty goods or services and consumer contracts.

8 Manton Street
Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

Body Corporate

AGENTS LICENSING BOARD

The primary objective of the Board is to protect consumers of real estate, business broking and conveyancing services from agent misconduct or negligence.

GPO Box 3200 Darwin NT 0800
Telephone: (08) 8999 5511
Website: www.dob.nt.gov.au/gambling-licensing/business/property-agents-licensing/

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS is a community legal centre set up to provide legal services to disadvantaged people, deliver community legal education, and undertake law reform projects. DCLS provides weekly free legal advice sessions, including face to face or phone advice.

PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

Builders

CONSUMER AFFAIRS

Residential building disputes can be directed to Consumer Affairs. The Building Regulations provide NT Consumer Affairs protection through the inclusion of a dispute resolution process incorporating consumer guarantees. NT Consumer Affairs manages the dispute resolution aspects of The Building Act as the Commissioner of Residential Building Disputes.

Telephone: 08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

BUILDING PRACTITIONERS BOARD

If you are not satisfied with the performance, work or conduct of a registered building practitioner, there are different avenues available, depending on the outcome you are seeking.

GPO Box 1154, Darwin NT 0801
Telephone: (08) 8936 4082
Email: bpb@nt.gov.au
Website: bpb.nt.gov.au

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Bus

BUILDING ADVISORY SERVICES

Building Advisory Services Branch administers the Building Act and associated Building Regulations to ensure that structures within building control areas of the Northern Territory achieve minimum structural, fire, safety, health and amenity standards.

Registered building certifiers assess building applications, issue building permits, undertake site inspections and issue permits to occupy on satisfactory completion of any building works.

GPO Box 1680, Darwin NT 0801

Telephone: 08 8999 6435

Email: basfiles.dlp@nt.gov.au

Website: www.lands.nt.gov.au/building/index

Bus

DARWIN BUS SERVICES

The government no longer provides bus services as they are contracted out to different bus companies like Buslink and Territory Transit. Complaints can be lodged on-line or by phone.

Telephone: (08) 8924 7666

On-line complaint form:

www.transport.nt.gov.au/public/contact-us

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NORTHERN TERRITORY CONSUMER AFFAIRS

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

Children

IN AN EMERGENCY RING 000

CHILD ABUSE / CHILD PROTECTION HOTLINE

This service is for anyone concerned about the abuse or neglect of a child. Phone line is manned 24 hours per day.

Toll free: 1800 700 250

POLICE

Complaints can be made to NT Police Stations personally or by contacting the listed phone numbers.

Telephone: 1800 700 250

Crime stoppers: 1800 333 000

24 hour assistance: 131 444

DEPARTMENT OF CHILDREN AND FAMILIES

2nd floor, Casuarina Plaza
Casuarina NT 0810
PO Box 40596, Casuarina NT 0810
Telephone: 8999 2737

HOW TO LODGE A COMPLAINT:

Telephone: 1800 750 167
In writing: Department of Children and Families
Attn: Practice Integrity & Complaints
Management Branch
PO Box 40596
Casuarina NT 0810
Website: childrenandfamilies.nt.gov.au

DEPARTMENT CONTACT INFORMATION:

Palmerston Child Protection Office	08 8999 4789
Casuarina Child Protection Office	08 8922 7111
Child Abuse Taskforce	08 8995 5060
Greater Darwin Regional Office	08 8922 7460
Remote Services Office	08 8922 5574
Alice Springs Office	08 8955 6001
Barkly Office	08 8962 4334
Katherine & Northern Regional Office	08 8973 8424
Katherine Office	08 8973 8600
East Arnhem Office	08 8987 0400
Northern Remote Office	08 8922 8474
Residential Care North	08 8922 7436
Residential Care South	08 8955 6161
In-Care Support	08 8922 7592
Placement Unit and Adoptions	08 8922 7106
Out of Home Care Executive Director	08 8922 7097
Department of Children and Families Executive	08 8999 2737

Complaints may be escalated to the Chief Executive Officer at above address once all other avenues have been exhausted.

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OFFICE OF THE CHILDREN'S COMMISSIONER

The NT Children's Commissioner deals with complaints relating to the standard of services provided to vulnerable children.

Vulnerable children include those involved in the child protection system; the youth justice system; disability services; mental health services; volatile substance abuse programs; and 'child related' services such as social services.

22 Mitchell Street, Level 5 NT House
Darwin NT 0801

PO Box 40598 Casuarina NT 0811

Telephone: (08) 8999 6076

Telephone: 1800 259 256

Fax: (08) 8999 6072

Website: www.childrenscommissioner.nt.gov.au

Twitter: @NTChildCommish

OTHER CONTACTS

Other phone numbers that may be of use:

Kids help line: 1800 55 1800

Parent line: 1300 30 1300

Child Support

AUSTRALIAN GOVERNMENT CHILD SUPPORT AGENCY

GPO Box 9815

Melbourne, VIC 3001

Telephone: 1800 132 468

Website: www.humanservices.gov.au/customer/information/feedback-complaints

Appeals and reviews:

www.humanservices.gov.au/customer/information/reviews-and-appeals

If the complainant remains dissatisfied there are four external independent review bodies as follows.

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency

GPO Box 442, CANBERRA ACT 2601

Telephone: 1300 362 072

Fax: (02) 6276 0123

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

ADMINISTRATIVE APPEALS TRIBUNAL

Provides independent review of a wide range of administrative decisions made by the Australian Government and some non-government bodies.

Administrative Appeals Tribunal

GPO Box 9955, Brisbane Qld 4001

Telephone: (07) 3361 3000

Telephone: 1300 366 700

Fax: (07) 3361 3001

Website: www.aat.gov.au

SOCIAL SECURITY APPEALS TRIBUNAL

Is an independent statutory body that reviews decisions made by Officers of the Department of Human Services.

Telephone: (07) 3005 6200

Telephone: 1800 011 140

Fax: (07) 3005 6215

Email: brisbane@ssat.gov.au

Website: www.ssat.gov.au

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AUSTRALIAN INFORMATION COMMISSIONER

Manages complaints about the handling of your personal information or a Freedom of Information decision by an Australian Government department or agency.

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Credit Listings

The NT Ombudsman has no power to remove a credit listing, nor direct an agency to remove a listing. In most cases, a credit listing cannot be removed from your credit report unless it is proven to be wrong. If a credit listing was made in error only the agency that made the listing can apply to have it removed.

If you wish to complain about a credit listing, you should contact the agency that made the listing. If you do not wish to contact the agency, you may wish to seek legal advice.

AUSTRALIAN SECURITIES & INVESTMENT COMMISSION - MONEY SMART WEBSITE

The ASIC Smart Money website contains information on debt assessments, Financial Counselling, credit listings and where to get Free legal advice in regards to money matters.

Phone: 1300 300 630

Website: <https://www.moneysmart.gov.au/managing-your-money/managing-debts/trouble-with-debt>

For more information about fixing your credit history visit:

Website: <https://www.moneysmart.gov.au/borrowing-and-credit/borrowing-basics/credit-repair>

For detailed information about creditors and debt collection, the following guide may assist:

Debt Collection Guideline:

<http://www.accc.gov.au/publications/debt-collection-guideline-for-collectors-creditors/debt-collection-guideline-for-collectors-and-creditors/important-notice>

Criminal Acts

VICTIMS OF CRIME NT

Victims of Crime NT Inc. is a community based organisation, established in 1995 to support victims in the Northern Territory affected by crime. They provide support, information, referral & advocacy to victims of crime.

Suite 1, Le Grande Apartments

8 Knuckey Street

Darwin NT 0800

PO Box 1258 Darwin NT 0801

Telephone: (08) 8941 0995

Toll free: 1800 672 242

Fax: (08) 8941 0459

Email: vocalnt@bigpond.com.au

Website: victimsofcrime.org.au

Dentists

Disability Services

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DEPARTMENT OF HEALTH

If the complaint relates to services provided by a public dentist, through the Department of Health, the initial complaint should be made direct to the dental practice. If the person is not satisfied with the response the complaint can be escalated to the Chief Executive in writing.

Health House, 87 Mitchell Street
Darwin NT 0800

PO Box 40596, Casuarina NT 0811

Telephone: (08) 8999 2400

Website: www.health.nt.gov.au/Agency/Complaints_and_Compliments/index.aspx

The complaint can be further escalated to the Health and Community Services Complaints Commission (HCSCC) OR if the person prefers, they can go direct to the HCSCC. Complaints can be lodged online, over the phone or in person.

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service. Their scope is broad and often is a good place to start. The HCSCC can refer the complainant to other organisations if they are unable to help.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800

GPO Box 4409, Darwin NT 0800

Telephone: (08) 8999 1969

Toll free: 1800 004 474

Website: www.hcsc.nt.gov.au

THE AUSTRALIAN HEALTH PRACTITIONERS REGULATION AGENCY (AHPRA)

AHPRA is the national registration body that looks at the standard of care provided by a dentist.

Level 5, 22 Harry Chan Avenue
Darwin NT 0800

GPO Box 9958, Darwin NT 0801

Toll free: 1300 419 495

Website: www.ahpra.gov.au

Disability Services

OFFICE OF DISABILITY (WITHIN DEPARTMENT OF HEALTH)

Complaints can be lodged by contacting the manager within the area of concern. If the person is not satisfied with the response they can escalate their concerns to the Chief Executive Officer by writing to:

Department of Health
Chief Executive Officer
PO Box 40596
CASUARINA NT 0810

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800

GPO Box 4409, Darwin NT 0800

Telephone: (08) 8999 1969

Toll free: 1800 004 474

Website: www.hcsc.nt.gov.au

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Dentists

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Domestic Violence

CATHOLIC CARE NT

6 Hartley Street
ALICE SPRINGS NT 0871

Telephone: (08) 8958 2400
Toll free: 1800 354 550 (free call)
Email: alicesprings@catholicarent.org.au
Website: www.catholicarent.org.au

INTEGRATED DISABILITY ACTION INC (IDA)

IDA assists people with disabilities, their families, carers, guardians and support people through quality information, timely referral, support and advocacy

PO Box 645, Nightcliff NT 0814
Telephone: (08) 8948 5400
Fax: (08) 8948 5409
Email: office@idainc.org.au
Website: idainc.org.au

NATIONAL DISABILITY SERVICE (NDS)

43 Cavenagh Street
Darwin NT 0800
GPO Box 4521, Darwin NT 0800
Telephone: (08) 8941 0634
Fax: (08) 8941 0636
Email: ndsnt@nds.org.au
Website: www.nds.org.au

DISABILITY ADVOCACY SERVICE (DAS)

63-65 Railway Tce
Alice Springs NT 0870
Telephone: (08) 8953 1422
Fax: (08) 8953 0471
Email: manager@das.org.au
Website: www.das.org.au

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

The DCLS Disability Discrimination Service provides free legal advice to disabled people. The DCLS Aged and Disability Rights Service offers free advocacy and advice to recipients of Commonwealth funded aged care services and anyone with a disability

8 Manton Street, Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

COMMONWEALTH OMBUDSMAN:

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

Discrimination and Unfair Treatment

NT ANTI DISCRIMINATION COMMISSION

The Northern Territory Anti-Discrimination Commission promotes equal opportunity for all Territorians. Established in 1993, we aim to eliminate discrimination from happening by raising awareness about individual's rights and responsibilities under the Northern Territory Anti-Discrimination Act.

A language or Auslan interpreter can be arranged on request

Telephone: (08) 8999 1444
Toll free: 1800 813 846
Helpline for managers: 1800 813 846
Fax: (08) 8981 3812
Email: antidiscrimination@nt.gov.au
Website: www.adc.nt.gov.au

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AUSTRALIAN HUMAN RIGHTS COMMISSION

The Australian Human Rights Commission can investigate and resolve complaints of discrimination, harassment and bullying.

GPO Box 5218 Sydney NSW 2001

Telephone: 02) 9284 9600
National Information Service: 1300 656 419
General enquiries: 1300 369 711
TTY: 1800 620 241
Fax: (02) 9284 9611
Email: infoservice@humanrights.gov.au
Website: www.humanrights.gov.au

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS provides free legal assistance and referral to people who have experienced various forms of discrimination including disability discrimination, access to services and discrimination of marginalised people.

8 Manton Street, Darwin NT 0800
PO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

Doctors

In the first instance you can lodge a complaint direct with the medical practice or with the specific doctor concerned. Larger medical practices usually have a practice manager so complaints can be lodged with this person in the first instance.

Alternatively, the person can go to the Health and Community Services Complaints Commissioner (HCSCC) or to the Australian Health Practitioners Regulation Agency (AHPRA).

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800

GPO Box 4409, Darwin NT 0800
Telephone: (08) 8999 1969
Toll free: 1800 004 474
Website: www.hcsc.nt.gov.au

AUSTRALIAN HEALTH PRACTITIONERS REGULATION AGENCY (AHPRA)

AHPRA is the national registration body that looks at the standard of care provided by an individual practitioner.

GPO Box 9958, Darwin NT 0801
Toll free: 1300 419 495
Website: www.ahpra.gov.au

Dogs

CITY OF DARWIN

GPO Box 84 Darwin NT 0801
Telephone: (08) 8930 0300
Fax: (08) 8930 0311
Email: darwin@darwin.nt.gov.au
Website: www.darwin.nt.gov.au/live/animals-and-pets

CITY OF PALMERSTON

Civic Plaza, First Floor 2 Chung Wah Terrace
Palmerston, NT, 0831
Telephone: (09) 8935 9922
Email: palmerston@palmerston.nt.gov.au
Website: www.palmerston.nt.gov.au

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Domestic Violence

LITCHFIELD COUNCIL

7 Bees Creek Road
Freds Pass, NT
PO Box 446 Humpty Doo, NT, 0836
Telephone: (08) 8983 0600
Fax: (08) 8983 1165
Email: council@lsc.nt.gov.au
Website: www.litchfield.nt.gov.au/contact-us

ALICE SPRINGS TOWN COUNCIL

PO Box 1071, Alice Springs NT 0871
Telephone: (08) 8950 0500
Fax: (08) 8953 0558
Email: astc@astc.nt.gov.au
Website: www.alicesprings.nt.gov.au

KATHERINE TOWN COUNCIL

Civic Centre, Lot 1865 Stuart Highway
Katherine NT 0850
PO Box 1071, Katherine NT 0851
Telephone: (08) 8972 5500
Fax: (08) 8971 0305
Email: records@ktc.nt.gov.au
Website: www.ktc.nt.gov.au

(see white pages local government section for all other council information)

Domestic Violence

NT POLICE

DOMESTIC AND FAMILY VIOLENCE UNIT	(08) 8999 0865
Darwin, Palmerston and rural areas	(08) 8927 8888
Alice Springs	(08) 8951 8888
Katherine	(08) 8973 8000
Jabiru	(08) 8979 2122
Nhulunbuy	(08) 8987 1333
Tennant Creek	(08) 8962 4444

LEGAL SERVICES

DARWIN

Domestic Violence Legal Services	(08) 8999 7977
Top End Women's Legal Service	(08) 8982 3000 1800 041 998
North Australian Aboriginal Family Violence	(08) 8923 8200

ALICE SPRINGS:

Domestic Violence Legal Service	(08) 8952 1391 1800 684 055
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Central Australian Women's Legal Service	(08) 8952 4055 1800 684 055
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Central Australian Aboriginal Family Legal Unit	(08) 8953 6355 1800 088 884
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KATHERINE:

Katherine Women's Information Legal Service	(08) 8972 1712 1800 620 108
Katherine Women's Crisis Centre	(08) 8972 1332
Katherine Aboriginal Family Support Unit	(08) 8972 3200

EMERGENCY ACCOMMODATION

DARWIN:

Dawn House Women's Shelter	(08) 8945 1388
Darwin Aboriginal and Islander Women's Shelter	(08) 8945 2284
Palmerston Family Crisis Accommodation and Support Service	(08) 8932 9155
Catherine House (for single women)	(08) 8981 5928
Oakley House (young mothers and pregnant women)	(08) 8945 3774
Stanley House (single young women)	(08): 8945 3774
YWCA Casey House Youth Refuge	(08) 8948 2044

***For more information please see [next page](#).*

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ALICE SPRINGS:

Alice Springs Women's Shelter (08) 8952 6075

KATHERINE:

Women's Crisis Centre (08) 8972 1332

TENNANT CREEK:

Women's Refuge Centre (08) 8962 1940

NHULUNBUY:

Gove Crisis Accommodation (08) 8987 1166

SUPPORT / COUNSELLING

Crisis Line 1800 019 116

Men's Helpline 1300 789 978

DARWIN

Domestic Violence Counselling Service (08) 8945 6200

Centacare NT (08) 8944 2000

Relationships Australia NT (08) 8981 6676

Resolve/Anglicare (08) 8946 4800

ALICE SPRINGS

Domestic Violence Counsellor (08) 8952 6048

Centacare NT (08) 8952 9730

Relationships Australia (08) 8952 7344

Multicultural Community Services (08) 8952 8776

Women's Information Centre (08) 8951 5880

KATHERINE

Domestic Violence Counsellor telephone (08) 8972 1733

JABIRU

Domestic Violence Counsellor (08) 8979 3764

TENNANT CREEK

Domestic Violence Counsellor (08) 8962 1011

NHULUNBUY

Domestic Violence Counsellor (08) 8987 0403

Education

Environmental Health

E

Education

Complaints about government schools and teachers should be made to the principal at the school in the first instance. After a reasonable period of time the complaint can be escalated the Education Department.

DEPARTMENT OF EDUCATION

GENERAL ENQUIRIES AND COMPLAINTS

Telephone: (08) 8901 1371
Email: schoolops.det@nt.gov.au
Website: education.nt.gov.au

COMPLAINTS REGARDING NT GOVERNMENT SCHOOLS

Schools in Darwin: (08) 8901 1371
Schools in Katherine: (08) 8972 5391
Schools in Central Australia: (08) 8951 1602
Schools in Arnhem, Palmerston and Rural regions: (08) 8901 1371

OTHER COMPLAINTS CONTACTS

Early Childhood
Telephone: (08) 8901 1350
Email: earlychild.det@nt.gov.au

Complaints can be escalated to the Chief Executive once all other complaint avenues have been exhausted.

Chief Executive
GPO Box 4821, Darwin NT 0801
Telephone: (08) 8999 5858

Vocational Education and Training: (08) 8901 1357
Apprentices/trainees: (08) 8901 1329

Complaints about vocational education and training quality and regulation, refer to the Australian Skills Quality Authority website.

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Website: www.asqa.gov.au

Complaints about non-government schools can be addressed to:

CATHOLIC EDUCATION OFFICE

17 Beaton Road
Berrimah NT 0828
PO Box 219, Berrimah, NT 0828
Telephone: (08) 8984 1400
Fax: (08) 8984 1444
Email: admin.ceo@nt.catholic.edu
Website: www.ceont.catholic.edu.au/home

NT CHRISTIAN SCHOOL ASSOCIATION

Unit 1/43 Berrimah Rd (Strath Village)
Berrimah
P.O. Box 228, Karama, NT 0813
Telephone: (08) 8920 4355
Fax: (08) 8920 4399
Email: contact@ntcsa.nt.edu.au
Website: www.ntcsa.nt.edu.au

ASSOCIATION OF INDEPENDENT SCHOOLS NT

Level 5, Darwin Central Building,
21 Knuckey Street
Darwin NT 0801
GPO Box 2085, Darwin NT 0801
Telephone: (08) 8981 8668
Fax: (08) 8941 3061
Email: accounts@aisnt.asn.au
Website: www.aisnt.asn.au

Education

Environmental Health

CHARLES DARWIN UNIVERSITY

Staff and students should try to resolve their concerns at the local level. If the complaint remains unresolved the person can escalate their concerns to the Complaints Coordinator.

Complaints Coordinator
Office of Leadership and Organisational Culture
Charles Darwin University NT 0909
Telephone: (08) 8946 7738
Email: complaints@cdu.edu.au
Website: www.cdu.edu.au/oloc/concerns-complaints.html

BACHELOR INSTITUTE OF INDIGENOUS TERTIARY EDUCATION (BIITE)

Batchelor Institute is a dual sector tertiary education provider that services the education, training and research needs of Aboriginal and Torres Strait Islander peoples. Batchelor has a special focus on remote Northern Territory communities and also attracts higher education students from across Australia.

Telephone: (08) 8939 7111
Fax: (08) 8939 7100
Email: enquiries@batchelor.edu.au

OVERSEAS STUDENTS - HUMAN RIGHTS COMMISSION

Telephone: 1300 656 419
Email: infoservice@humanrights.gov.au
Website: www.humanrights.gov.au/complaints-information

Telephone Interpreter Service: 131 450 1300 656 419

People who are deaf or hearing impaired can contact the Commission by:

TTY : 1800 620 241
National Relay Service: 1300 555 727 (Speak and Listen)
or relayservice.gov.au

OVERSEAS STUDENTS OMBUDSMAN (OSO)

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

TUITION PROTECTION SERVICE (TPS)

The TPS was established by the Australian Government to help overseas students whose education providers are no longer able to deliver their course. The TPS can either assist you find an alternative placement so that you can continue your studies or if eligible, ensure that you receive a refund of your unspent tuition fees. For more information visit:

Tuition Protection Service
Website: tps.gov.au

Environmental Health

DEPARTMENT OF HEALTH

Environmental Health sits within the Health Department and can assist with the following concerns:

- Aboriginal Environmental Health
- Environmental Health Risk Assessment
- Food Safety
- Poisons Control
- Public and Environmental Health Standards
- Radiation Protection
- Solid Waste Management
- Wastewater Management
- Water Quality

FOOD SAFETY HOTLINE

Telephone: 1800 095 646

****For more information please see [next page](#).**

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Environmental Health

ALL REGIONS

Email: envirohealth@nt.gov.au
Website: www.health.nt.gov.au/Environmental_Health/Contact_us/index.aspx

DARWIN

258 Trower Rd, CASUARINA NT 0810
PO Box 40596, and CASUARINA NT 0811
Telephone: (08) 8922 7377
Fax: (08) 8922 7036

KATHERINE

Ground Floor, O'Keefe House,
Katherine Hospital
PMB 73, KATHERINE NT 0852
Telephone: (08) 8973 9061
(08) 8973 9062
Fax: (08) 8973 9063

TENNANT CREEK

Health Development Building,
Cnr Schmidt & Windley Sts,
TENNANT CREEK NT 0860
PO Box 346, TENNANT CREEK NT 0861
Telephone: (08) 8962 4302
Fax: (08) 8962 4420

ALICE SPRINGS

Peter Sitzler Building,
67 Stuart Highway, Stuart
ALICE SPRINGS NT 0870
PO Box 721, ALICE SPRINGS NT 0871
Telephone: (08) 8955 6122
Fax: (08) 8952 5927

NHULUNBUY

Community Health Building,
Endeavour Square
NHULUNBUY NT 0880
PO Box 421, NHULUNBUY NT 0881
Telephone: (08) 8987 0440
(08) 8987 0441
Fax: (08) 8987 0444

If the person remains dissatisfied after exhausting all avenues at the local level they can escalate their concerns to the Chief Executive Officer in writing.

Chief Executive Officer
Department of Health
PO Box 40596 Casuarina NT 0811

Food

F

Food

FOOD SAFETY HOTLINE

Telephone: 1800 095 646

ENVIRONMENTAL HEALTH

ALL REGIONS

Email: envirohealth@nt.gov.au

Website: www.health.nt.gov.au/Environmental_Health/Contact_us/index.aspx

DARWIN

2nd Floor, Casuarina Plaza, 258 Trower Rd
CASUARINA NT 0810

PO Box 40596, CASUARINA NT 0811

Telephone: (08) 8922 7377

Fax: (08) 8922 7036

KATHERINE

Ground Floor, O'Keefe House, Katherine Hospital
KATHERINE NT 0850

PMB 73, KATHERINE NT 0852

Telephone: (08) 8973 9061

(08) 8973 9062

Fax: (08) 8973 9063

TENNANT CREEK

Health Development Building, Cnr Schmidt & Windley St
TENNANT CREEK NT 0860

PO Box 346, TENNANT CREEK NT 0861

Telephone: (08) 8962 4302

Fax: (08) 8962 4420

ALICE SPRINGS

Peter Sitzler Building, 67 Stuart Highway
ALICE SPRINGS NT 0870

PO Box 721, ALICE SPRINGS NT 0871

Telephone: (08) 8955 6122

Fax: (08) 8952 5927

NHULUNBUY

Community Health Building, Endeavour Square,
NHULUNBUY NT 0880

PO Box 421, NHULUNBUY NT 0881

Telephone: (08) 8987 0440

(08) 8987 0441

Fax: (08) 8987 0444

If the person remains dissatisfied after exhausting all avenues at the local level they can escalate their concerns to the

Chief Executive
Department of Health
PO Box 40596 Casuarina NT 0811

Gambling

Goods, Services and
Businesses

Government

G

Gambling

NORTHERN TERRITORY RACING COMMISSION

Level 1, Enterprise House
28-30 Knuckey Street, Darwin NT 0801
PO Box 1154, Darwin NT 0801
Telephone: (08) 8999 1800
Fax: (08) 8999 6232
Email: racing.commission@nt.gov.au

Goods, Services and Businesses

NORTHERN TERRITORY CONSUMER AFFAIRS

Accepts complaints about goods and services that include the quality of goods, warranties and whether they are fit for purpose.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

AUSTRALIAN COMPETITION AND CONSUMER COMMISSION (ACCC)

The ACCC offers advice to consumers about how to resolve problems with foods, services and businesses.

GPO Box 3056 DARWIN NT 0801

Telephone: - general: (08) 8946 9666
ACCC Info Centre: 1300 302 502
Small business helpline: 1300 302 021
Fax: (08) 8946 9600

SMALL CLAIMS COURT

Actions for amounts under \$10,000 may be heard in the Small Claims jurisdiction of the Local Court. The court is not bound by the rules of evidence in Small Claims, and may inform itself in any manner it thinks appropriate. Costs are not usually awarded and the aim is to settle disputes quickly with minimum expense to the parties. The Community Justice Centre may be able to assist in resolving a dispute without going to court.

More information is available from the Community Justice Centre site.

DARWIN

Nichols Place, Cnr Cavenagh & Bennett Streets
Darwin NT 0800
GPO Box 1281, Darwin NT 0801
Telephone: (08) 8999 6085
Fax: (08) 8999 5222
Email: court officers.doj@nt.gov.au
Website: www.nt.gov.au/justice/ntmc/contact.shtml

KATHERINE

Court House, First Street
Katherine NT 0850
PO Box 1694, Katherine NT 0851
Telephone: (08) 8973 8956
Fax: (08) 8973 8962

Gambling

Goods, Services and Businesses

Government

ALICE SPRINGS

Parsons Street, Alice Springs NT 0870
PO Box 1394, Alice Springs NT 0871
Telephone: (08) 8951 5713

TENNANT CREEK

Telephone: (08) 8962 4377
Fax: (08) 8962 4375

TELECOMMUNICATION INDUSTRY OMBUDSMAN (TIO)

If you have made a complaint to your telecommunications service provider and it is unresolved, you can lodge a complaint with the TIO online.

Level 3, 595 Collins Street , Melbourne Vic 8007
PO Box 276, Collins Street West Vic 8007
Telephone: 1800 062 058
Fax: 1800 630 614
TTY: 1800 675 692
National Relay Service: 1800 555 677
1800 062 058
Email: tio@tio.com.au
Website: www.tio.com.au/Government

COMMUNITY JUSTICE CENTRE (CJC)

The CJC has been established by the Northern Territory Government to provide mediation services to the community to help people resolve their own disputes without legal action. The service is free, confidential, voluntary timely and easy to use.

GPO Box 1722 Darwin NT 0801
Operating Hours: 8.00 am - 4.30 pm
Telephone: (08) 8935 7777
Facsimile: (08) 8935 7779
Email: NTDCS.WebAdministrator@nt.gov.au
Website: www.cjc.nt.gov.au

Government

If the complaint is about a decision made by a NT Government Department or a local government council, it is recommended that the complaint is directed to the Chief Executive Officer (CEO) of that department, or the decision maker, in the first instance.

If the person remains dissatisfied they should go through any available appeals process before contacting the NT Ombudsman.

NT OMBUDSMAN

12 floor, 22 Mitchell Street , Darwin NT 0800
PO Box 1344, Darwin NT 0801
Telephone: (08) 8999 1818
Toll free: 1800 806 380
Fax: (08) 8999 1828
Email: ombudsman@nt.gov.au
Website: www.ombudsman.nt.gov.au

If your complaint is about a Commonwealth Government department and you are unable to resolve the matter with the department concerned you can contact the Commonwealth Ombudsman.

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency.

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

If the person is not satisfied with the response there are usually avenues for appeal available which the staff at the Commonwealth Ombudsman will tell you about.

Health

Hospital

Housing

H

Health

MENTAL HEALTH - COMMUNITY VISITOR PROGRAM (CVP)

The CVP offers a specialist complaints & advocacy service for people receiving treatment in the NT Government Mental Health (including inpatient units), Disability Secure Care and Alcohol Mandatory Treatment services.

Community Visitor Program, LMB 22 GPO Darwin NT 0801

Telephone: (08) 8999 1451

Toll free: 1800 021 919

Fax: (08) 8981 3812

Email: CVPProgramADC@nt.gov.au

Website: www.cvp.nt.gov.au

DEPARTMENT OF HEALTH

Complaints can be lodged by contacting the manager within the area of concern. If the person is not satisfied with the response they can escalate their concerns to the Chief Executive Officer by writing to the:

Department of Health
Chief Executive Officer
PO Box 40596 CASUARINA NT 0810

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800

GPO Box 4409, Darwin NT 0800

Telephone: (08) 8999 1969

Toll free: 1800 004 474

Website: www.hcsc.nt.gov.au

AUSTRALIAN HEALTH PRACTITIONERS REGULATION AGENCY (AHPRA)

AHPRA works with 14 National Health Practitioner Boards in implementing the National Registration and Accreditation Scheme. Complaints about registered providers can go to AHPRA.

If complaints relate to non-registered providers the person needs to contact their governing body.

Level 5, 22 Harry Chan Avenue
Darwin NT 0800

AHPRA, GPO Box 9958 Darwin NT 0801

Telephone: 1300 419 495

Website: www.ahpra.gov.au/About-AHPRA/Complaints.aspx

COMMUNITY VISITOR PROGRAM (CVP)

The community visitor works with the consumer to decide the best way forward.

7th Floor, 9 – 11 Cavenagh Street,
Darwin NT (next to the Roma Bar)
Community Visitor Program,
LMB 22 GPO Darwin NT 0801

Telephone: (08) 8999 1451

Toll free: 1800 021 919

Fax: (08) 8981 3812

Email: CVPProgramADC@nt.gov.au

Website: www.cvp.nt.gov.au

Health

Hospital

Housing

NATIONAL HEALTH PRACTITIONER OMBUDSMAN

The National Health Practitioner Ombudsman will usually only deal with complaints that have already been lodged with AHPRA.

Telephone: 1300 419 495
On-line complaint form: www.ahpra.gov.au/About-AHPRA/Contact-Us/Make-an-Enquiry.aspx

Hospital

ROYAL DARWIN HOSPITAL

Patient Advocate

Telephone: (08) 8922 8824

Rocklands Drive
Tiwi NT 0811
PO Box 41326 Casuarina NT 0812

Telephone: (08) 8922 8888
Website: [www.health.nt.gov.au/Hospitals/Royal_Darwin_Hospital/Complaints_and Compliments/index.aspx](http://www.health.nt.gov.au/Hospitals/Royal_Darwin_Hospital/Complaints_and_Ccompliments/index.aspx)

ALICE SPRINGS HOSPITAL

Gap Road
Alice Springs NT 0870
PO Box 2234, Alice Springs, NT 0871
Telephone: (08) 8951 7777

KATHERINE HOSPITAL

PMB 73, Katherine, NT 0852
Gorge Road (continuation of Giles Street)
Katherine NT 0850
Telephone: (08) 8973 9211
Fax: (08) 8973 9000

TENNANT CREEK HOSPITAL

Schmidt Street
Tennant Creek NT 0860
PO Box 346, Tennant Creek NT 0861
Telephone: (08) 8962 4399
Fax: (08) 8962 4311

GOVE DISTRICT HOSPITAL

Mathew Flinders Way
Nhulunbuy NT 0880
PO Box 421, Nhulunbuy, NT 0881
Telephone: (08) 8987 0211
Fax: (08) 8987 0399

DEPARTMENT OF HEALTH

If the person is not satisfied with the response they can escalate their concerns to the Chief Executive by writing to the:

Department of Health
Chief Executive
PO Box 40596 CASUARINA NT 0810
Telephone: (08) 8999 2766

DARWIN PRIVATE HOSPITAL (DPH)

DPH has an online form you can complete to request contact or lodge a complaint.

Telephone: (08) 8920 6011
Fax: (08) 8920 6008
Website: www.darwinprivatehospital.com.au

Health

Hospital

Housing

HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION (HCSCC)

The HCSCC can take enquiries or formal complaints about health, aged care or disability service.

NT House, 5th Floor, 22 Mitchell Street
Darwin NT 0800
GPO Box 4409, Darwin NT 0800

Telephone: (08) 8999 1969

Toll free: 1800 004 474

Website: www.hcsc.nt.gov.au

NATIONAL HEALTH PRACTITIONER OMBUDSMAN

The National Health Practitioner Ombudsman will usually only deal with complaints that have already been lodged with AHPRA.

Telephone: 1300 419 495

On-line complaint form: www.ahpra.gov.au/About-AHPRA/Contact-Us/Make-an-Enquiry.aspx

Housing

DEPARTMENT OF HOUSING

In the first instance contact your local Department of Housing office as staff may be able to resolve your matter and explain why the decision was made. If you remain dissatisfied you can contact the Complaints Unit that will investigate your complaint further. You may also be able to appeal a housing decision.

Region Wide Complaints Line:

Telephone: 1300 301 167

Email: housing.complaints@nt.gov.au

Web: www.housing.nt.gov.au/public_housing/complaints

Complaints about Antisocial Behaviour in Public Housing:

Hotline (8am—4pm): 1800 685 743

After hours: 131 444

HOUSING LOCATIONS & GENERAL ENQUIRIES

GREATER DARWIN

Casuarina Com Centre, 13 Scaturchio Street, Casuarina NT 0810
GPO Box 4621 DARWIN NT 0801

Telephone: (08) 8999 8814

PALMERSTON

Highway House, Chung Wah Terrace, Palmerston NT 0830
GPO Box 4621 DARWIN NT 0801

Telephone: (08) 8999 4767

ALICE SPRINGS (CENTRAL AUSTRALIA)

Leichhardt Building, 21 Gregory Terrace, Alice Springs NT 0870
PO Box 1596 ALICE SPRINGS NT 0871

Telephone: (08) 8951 5344

NHULUNBUY (ARNHEM)

Shop 2 Arnhem House, Endeavour Square, Nhulunbuy NT 0880
PO Box 346 NHULUNBUY NT 0881

Telephone: (08) 8987 0533

TENNANT CREEK (BARKLY)

NT Government Centre, Peko Road, Tennant Creek NT 0860
PO Box 296 TENNANT CREEK NT 0861

Telephone: (08) 8962 4497

KATHERINE (BIG RIVERS)

NT Government Centre, First Street, Katherine NT 0850
PO Box 1571 KATHERINE NT 0851

Telephone: (08) 8973 8513

***For more information please see [next page](#).*

Complaints and Enquiries Guide



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Health

Hospital

Housing

WEST ARNHEM, TIWI ISLAND AND OUTER DARWIN (ARAFURA)

Telephone: (08) 89 955122

A complaint may also be made in writing to the Chief Executive Officer:

Chief Executive Officer
Department of Housing
GPO Box 4621 Darwin NT 0801

APPEALS

If you are dissatisfied with a decision of the Department of Housing:

REGION WIDE:

Telephone: (08) 8999 8546
Email: housing.appeals@nt.gov.au
Website: www.housing.nt.gov.au/public_housing/complaints

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS operates a Tenancy Advice Service offering free legal assistance to tenants with issues including bond return advice, repairs and maintenance, lease breaks and evictions

8 Manton Street, Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

NT OMBUDSMAN

12 floor, 22 Mitchell Street , Darwin NT 0800
PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818
Toll free: 1800 806 380
Fax: (08) 8999 1828
Email: ombudsman@nt.gov.au
Website: www.ombudsman.nt.gov.au

If your complaint is about a Commonwealth Government department and you are unable to resolve the matter with the department concerned you can contact the Commonwealth Ombudsman.

Immigration

Insurance

I

Immigration

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION

Telephone: 133 177
On-line complaint form: www.immi.gov.au/contacts/forms/services/services-form.htm
Website: www.immi.gov.au/Visit/Pages/Visit.aspx

MIGRATION REVIEW TRIBUNAL – REFUGEE REVIEW TRIBUNAL

Registry New South Wales, Level 11, 83 Clarence Street
Sydney NSW 2000
GPO Box 1333 Sydney NSW 2001
Telephone: (02) 9276 5000
Fax: (02) 9276 5599
Email: registry@mrt-rrt.gov.au
Website: www.mrt-rrt.gov.au

Applicants located outside the Sydney or Melbourne metropolitan areas who need help or more information from the tribunals can telephone 1300 361 969.

ADMINISTRATIVE APPEALS TRIBUNAL

Telephone: 1300 366 700
(local call charge from fixed phone lines, calls from mobiles may cost more)
TTY: 133 677
1300 366 700
Email: brisbane.registry@aat.gov.au
Website: www.aat.gov.au

COMMONWEALTH OMBUDSMAN

The Commonwealth Ombudsman safeguards the community in its dealings with Australian Government agencies.

The Ombudsman's office handles complaints, conducts investigations, performs audits and inspections, encourages good administration, and carries out specialist oversight tasks.

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

MULTICULTURAL COMMUNITY SERVICES OF CENTRAL AUSTRALIA (MCSCA)

2/20 Parsons Street, Alice Springs NT 0871 (near the corner of Todd Mall and Parsons St)
P.O. Box 1160, Alice Springs NT 0871
Telephone: (08) 8952 8776
Fax: (08) 8952 5176
Email: info@mcscsca.org.au
Website: www.mcscsca.org.au

MULTICULTURAL COUNCIL OF THE NT (MCNT)

MCNT is a community-based non-profit organisation that advocates and provides direct services for individuals, families and communities from culturally and linguistically diverse (CALD) backgrounds in the Top End of the Northern Territory.

Shop 15, Malak Shopping Centre, Malak Place
PO Box 299 Karama NT 0813
Telephone: (08) 8945 9122
Fax: (08) 8945 9155

Immigration

Insurance

Insurance

DARWIN COMMUNITY LEGAL SERVICE

DCLS offers a free credit and debt legal service to individuals on a range of financial matters including insurance claims, dissatisfaction with insurance company

8 Manton Street, Darwin NT 0800
PO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: Info@dcls.org.au
Website: www.dcls.org.au

FINANCIAL OMBUDSMAN SERVICE (FOS)

The FOS fairly and independently resolves disputes between consumers and financial services providers including insurance companies. The FOS also deals with complaints about general insurance brokers and some life insurance brokers.

GPO Box 3, Melbourne VIC 3001
Telephone: (03) 9613 7366
Toll free: 1300 78 08 08
TTY and voice calls: 133 677
Speak and Listen calls: 1300 555 727
Fax: (03) 9613 6399
Website: www.fos.org.au

COMPLAINT LINE

The complaint line website is where people can search for information about consumer complaints.

Website: www.complaintline.com.au/index.html

NORTHERN TERRITORY CONSUMER AFFAIRS

Consumer Affairs aim to promote and regulate responsible business conduct through administration of a regulatory system that protects consumer interests.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION (ASIC)

ASIC may be able to help resolve complaints about superannuation, managed funds, financial advice, insurance, unfair or anti-competitive market practices, financial losses as a result of mistakes, bad judgment, risk-taking or commercial disputes.

Level 7, TIO Centre 24 Mitchell Street
Darwin NT 0800

GPO Box 9827 Darwin NT 0801
Telephone: (08) 8943 0900
Telephone: 1300 300 630
Fax: (08) 8943 0910
Website: www.asic.gov.au

J-K

No Listing.

Lawyers

Local Government

L

Lawyers

LAW SOCIETY OF THE NORTHERN TERRITORY

Complaints about lawyers must be made in writing and the Society's Complaint Form. For further information about complaints about lawyers can be found in the Society's Complaints Guide which is available below:

Level 3, 9 Cavenagh Street
Darwin NT 0800

GPO Box 2388, Darwin NT 0801

Telephone: (08) 8981 5104

Email: mrs@lawsocietynt.asn.au.

Website: www.lawsocietynt.asn.au/images/stories/disciplinary/Complaint_Form_LPA_2006_v01_10_approved.pdf

Website: http://www.lawsocietynt.asn.au/images/stories/documents/2010_Forms/Complaints_Guide_2010.pdf.

Website: www.lawsocietynt.asn.au

LEGAL PRACTITIONERS COMPLAINTS COMMITTEE

GPO Box 3946, Darwin NT 0800

Telephone: (08) 8999 6574

LEGAL AID

If your complaint relates to a Legal Aid lawyer or private solicitor paid by the Legal Aid Commission contact the:

Director - NT Legal Aid Commission

Level 6, 9-11 Cavenagh Street, Darwin NT 0800

Locked Bag 11, Darwin NT 0800

Telephone: (08) 8999 3000

If the person is not satisfied with the outcome they can seek a review at the:

Legal Aid Review Committee

c/ NT Legal Aid Commission

Locked Bag 11, Darwin NT 0800

Telephone: (08) 8999 3000

Local Government

If a person is unhappy about a decision made by a local council they should write to the Town Clerk in the first instance.

If they remain dissatisfied they should write to the Mayor and Councillors.

ALICE SPRINGS TOWN COUNCIL

Telephone: (08) 8950 0500

Fax: (08) 8953 0558

Website: www.alicesprings.nt.gov.au

BARKLY REGIONAL COUNCIL

Telephone: (08) 8962 0000

Fax: (08) 8962 1801

Website: www.barkly.nt.gov.au

BELYUEN COMMUNITY GOVERNMENT COUNCIL

Telephone: (08) 8978 5061

Fax: (08) 8978 5009

Website: www.belyuen.nt.gov.au

CENTRAL DESERT REGIONAL COUNCIL

Telephone: 1300 360 605

Fax: (08) 8951 6416

Website: www.centraldesert.nt.gov.au

***For more information please see [next page](#).*

Complaints and Enquiries Guide

Lawyers

Local Government

CITY OF PALMERSTON

Telephone: (08) 8935 9922
Fax: (08) 8935 9900
Website: www.palmerston.nt.gov.au

COOMALIE COMMUNITY GOVERNMENT COUNCIL

Telephone: (08) 8976 0058
Fax: (08) 8976 0293
Website: www.coomalie.nt.gov.au

CITY OF DARWIN

Telephone: (08) 8930 0300
Fax: (08) 8930 0311
Website: www.darwin.nt.gov.au

EAST ARNHEM REGIONAL COUNCIL

Telephone: (08) 8986 8986
Fax: (08) 8986 8999
Website: www.eastarnhem.nt.gov.au

WEST DALY REGIONAL COUNCIL

Telephone: (08) 8901 3920
Email: info@westdaly.nt.gov.au
Website: www.westdaly.nt.gov.au

KATHERINE TOWN COUNCIL

Telephone: (08) 8972 5500
Fax: (08) 8971 0305
Website: www.ktc.nt.gov.au

LITCHFIELD COUNCIL

Telephone: (08) 8983 0600
Fax: (08) 8983 1165
Website: www.litchfield.nt.gov.au

MACDONNELL REGIONAL COUNCIL

Telephone: (08) 8958 9600
Fax: (08) 8958 9601
Website: www.macdonnell.nt.gov.au

ROPER GULF REGIONAL COUNCIL

Telephone: (08) 8972 9000
Fax: (08) 8971 2607
Website: www.ropergulf.net

TIWI ISLANDS REGIONAL COUNCIL

Telephone: (08) 8970 9500
Fax: (08) 8970 9555
Website: www.tiwiislands.org.au

VICTORIA DALY REGIONAL COUNCIL

Telephone: (08) 8972 0777
Fax: (08) 8973 8122
Website: www.victoriadaly.nt.gov.au

WAGAIT SHIRE COUNCIL

Telephone: (08) 8978 5185
Fax: (08) 8978 5100
Website: www.wagait.nt.gov.au

WEST ARNHEM REGIONAL COUNCIL

Telephone: (08) 8979 9444
Fax: (08) 8979 2488
Website: www.westarnhem.nt.gov.au

***For more information please see [next page](#).*

Lawyers

Local Government

Complaints can be further escalated by contacting:

Department of Local Government and Community Services
Chief Executive
GPO Box 4621
DARWIN NT 0801
Ground Floor RCG House, Smith Street, DARWIN NT 0800

Telephone: (08) 8924 3644
Email: localgovernment.dlgr@nt.gov.au
Website: www.localgovernment.nt.gov.au

NT OMBUDSMAN

12 floor, 22 Mitchell Street , Darwin NT 0800
PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818
Toll free: 1800 806 380
Fax: (08) 8999 1828
Email: ombudsman@nt.gov.au
Website: www.ombudsman.nt.gov.au

If your complaint is about a Commonwealth Government department and you are unable to resolve the matter with the department concerned you can contact the Commonwealth Ombudsman.

Media

Medicare

Multicultural

M

Media

FREE TV AUSTRALIA

Information about where to lodge a complaint about free TV can be found on the website.

Website: www.freetv.com.au/Content_Common/OnlineComplaintStep1.aspx

ABC TV COMPLAINTS

On-line complaint form: www.abc.net.au/contact/complain.htm

SBS TV AND RADIO COMPLAINTS

Locked Bag 028
Crows Nest NSW 1585

Toll free: 1800 500 727
TTY: 1800 555 677
1800 500 727

E-mail: generalcomplaints@sbs.com.au
Website: www.sbs.com.au/aboutus/complaints

AUSTRALIAN PRESS COUNCIL

COMPLAINTS ABOUT TV COMMERCIALS:

Commercials Advice
Ground Floor, 44 Avenue Road Mosman NSW 2088
Telephone: (02) 8968 7200
Fax: (02) 9969 8147
Email: cad@freetv.com.au

ADVERTISING STANDARDS BUREAU

If you have a complaint about advertisements on commercial TV or radio – NOT ABC or SBS you should direct your complaint to the

complaint section at the TV or radio station in the first instance. If you remain dissatisfied with the outcome you can then contact the Advertising Standards bureau.

Level 2, 97 Northbourne Tce, Turner ACT 2612
Telephone: (02) 6173 1500
Website: www.adstandards.com.au

AUSTRALIAN BROADCASTING AUTHORITY (ABA)

If the complaint relates to advertising during a children's time slot or the amount of advertising on during an hour contact the ABA.

PO Box Q500
Sydney NSW 12300
Toll free: 1800 226 667
Telephone: (02)9334 7700
Website: www.acma.gov.au

AUSTRALIAN COMPETITION AND CONSUMER COMMISSION (ACCC)

PO Box 3056 Darwin NT 0801
Toll free: 1300 302 502
Telephone: 8946 9666
Website: www.accc.gov.au

COMMUNITY BROADCASTING ASSOCIATION OF AUSTRALIA (CBAA)

Level 3, 44-54 Botany Road Alexandria NSW 2015
PO Box 564 Alexandria
NSW 1435
Telephone: (02) 9310 2999
Fax: (02) 9319 4545
Email: office@cbaa.org.au
Website: www.cbaa.org.au/Home/Contact

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Media

Medicare

Multicultural

Medicare

Telephone: 1800 132 468

ADMINISTRATIVE APPEALS TRIBUNAL

Provides independent review of a wide range of administrative decisions made by the Australian Government and some non-government bodies.

Administrative Appeals Tribunal
GPO Box 9955
Brisbane Qld 4001

Telephone: (07) 3361 3000

Telephone: 1300 366 700

Fax: (07) 3361 3001

Website: www.aat.gov.au

SOCIAL SECURITY ADMINISTRATIVE APPEALS TRIBUNAL

An independent statutory body that reviews decisions made by Officers of the Department of Human Services.

Telephone: (07) 3005 6200

Telephone: 1800 011 140

Fax: (07) 3005 6215

Email: brisbane@ssat.gov.au

Website: www.ssat.gov.au

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency.

GPO Box 442, CANBERRA ACT 2601

Telephone: 1300 362 072

Fax: (02) 6276 0123

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

AUSTRALIAN INFORMATION COMMISSIONER

Provides an avenue to investigate the handling of your personal information or a Freedom of Information decision by an Australian Government department or agency.

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Multicultural

MULTICULTURAL COMMUNITY SERVICES OF CENTRAL AUSTRALIA (MCSCA)

2/20 Parsons Street

Alice Springs NT 0871

(near the corner of Todd Mall and Parsons St)

P.O. Box 1160, Alice Springs NT 0871

Telephone: (08) 8952 8776

Fax: (08) 8952 5176

Email: info@mcscsa.org.au

Website: www.mcscsa.org.au

MULTICULTURAL COUNCIL OF THE NT (MCNT)

The Multicultural Council of the Northern Territory (MCNT) is a community-based non-profit organisation that advocates and provides direct services for individuals, families and communities from culturally and linguistically diverse (CALD) backgrounds in the Top End of the Northern Territory.

Shop 15, Malak Shopping Centre, Malak Place

PO Box 299 Karama NT 0813

Telephone: (08) 8945 9122

Fax: (08) 8945 9155

Neighbours

Noise

N

Neighbours

COMMUNITY JUSTICE CENTRE (CJC)

The CJC has been established by the Northern Territory Government to provide mediation services to the community to help people resolve their own disputes without legal action. The service is free.

GPO Box 1722 Darwin NT 0801

Telephone: 1800 000 473

Email: cjc@nt.gov.au

Website: www.nt.gov.au/justice/policycoord/cjc/index.shtml

Noise

If the noise is coming from a house, public or private, or an unoccupied block and you have tried unsuccessfully to get the noise reduced, you can contact the NT Police.

Telephone: 131 444

Residential noise, such as music, is permitted so long as the level and duration is not unreasonable. If the Police are unable to assist with your complaint, you can apply to the Local Court for a noise abatement order under section 53D of the Summary Offences Act, prior to doing so you may wish to seek legal advice.

A Noise Abatement form is available from the court, and must be completed with a copy served on your neighbour to summons them to appear in court. A court filing fee applies.

NT ENVIRONMENT PROTECTION AUTHORITY

Non-urgent environmental pollution problems and complaints such as construction noise affecting you in your home, offensive odours from industry, algal blooms, unreasonable dust, inadequate storage or handling of waste, and visible sheens or discolouration of water ways, contaminated sites etc.

GPO Box 3675 Darwin NT 0801

Pollution Hotline: 1800 064 567

Email: pollution@nt.gov.au

Website: www.ntepa.nt.gov.au/waste-pollution/hotline

If your complaint relates to a noise made by a boat please contact:

DARWIN PORT CORPORATION

GPO Box 390 Darwin Northern Territory 0801

Telephone: (08) 8922 0660

Fax: (08) 8922 0666

Email: darwinport.dpa@nt.gov.au

Website: www.darwinport.nt.gov.au/contacts

MILITARY NOISE

To make an enquiry about aircraft noise, call:

Telephone: 1300 DEFENCE (1300 333 362)

AIRCRAFT NOISE AUSTRALIA

Air services are responsible for managing complaints and enquiries about aircraft noise and operations through a Noise Complaints and Information Service (NCIS).

Toll free: 1800 802 584

Pensions

Planning

Police (NT & Federal)

Pollution

Power/Water

Prices

Prison

P

Pensions

AUSTRALIAN GOVERNMENT DEPARTMENT OF HUMAN SERVICES

The Australian Government Department of Human Services is about people and the services they may need at different stages of their lives.

GPO Box 9815
Melbourne, VIC 3001

Telephone: 1800 132 468
Website: www.humanservices.gov.au/customer/information/feedback-complaints

Appeals and reviews: www.humanservices.gov.au/customer/information/reviews-and-appeals

If the complainant remains dissatisfied there are four external independent review bodies.

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

ADMINISTRATIVE APPEALS TRIBUNAL

Provides independent review of a wide range of administrative decisions made by the Australian Government and some non-government bodies.

GPO Box 9955
Brisbane Qld 4001

Telephone: (07) 3361 3000
Telephone: 1300 366 700
Fax: (07) 3361 3001
Website: www.aat.gov.au

SOCIAL SECURITY APPEALS TRIBUNAL

An independent statutory body which reviews decisions made by Officers of the Department of Human Services under the social security law, family assistance law, child support scheme and some other statutes.

Telephone: (07) 3005 6200
Telephone: 1800 011 140
Fax: (07) 3005 6215
Email: brisbane@ssat.gov.au
Website: www.ssat.gov.au

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS Welfare Rights Service offers free legal assistance to recipients of any Centrelink benefit, including issues relating to portability, debt, and correct entitlements

8 Manton Street
Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: info@dcls.org.au
Website: www.dcls.org.au

Complaints and Enquiries Guide



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AUSTRALIAN INFORMATION COMMISSIONER

Provides an avenue to investigate the handling of your personal information or a Freedom of Information decision by an Australian Government department or agency.

GPO Box 5218
Sydney NSW 2001

Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au

Planning

DEPARTMENT OF LANDS PLANNING AND ENVIRONMENT

If the complaint relates to decisions made regarding NT development or planning applications contact.

GPO Box 2520
Darwin NT 0801

Telephone: (08) 8999 8959
Website: www.dlpe.nt.gov.au/feedback

If the complainant remains dissatisfied they can escalate their complaint to the:

Chief Executive Officer
Department of Lands Planning and the Environment
GPO Box 1680 Darwin NT 0801
Telephone: (08) 8924 7284

Police - NT

The person can lodge complaints in person at any Police station in the NT or by writing to the Commissioner of Police.

Commissioner of Police
PO Box 39764, Winnellie NT 0821
Telephone: (08) 8901 0200

On-line Complaint Form: [https://fs12.formsite.com/PFES/Compliments - Complaints/secure_index.html](https://fs12.formsite.com/PFES/Compliments_-_Complaints/secure_index.html)

If the person remains dissatisfied they can contact the Office of Ombudsman for further advice.

NT OMBUDSMAN

12 floor, 22 Mitchell Street , Darwin NT 0800
PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818
Toll free: 1800 806 380
Fax: (08) 8999 1828
Email: ombudsman@nt.gov.au
Website: www.ombudsman.nt.gov.au

Police - Federal

The NT Ombudsman cannot receive complaints against the Federal Police; these complaints need to be lodged with the Commonwealth Ombudsman.

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

Pensions

Planning

Police (NT & Federal)

Pollution

Power/Water

Prices

Prison

Pollution

NT ENVIRONMENT PROTECTION AUTHORITY

The NT EPA can help resolve complaints about concerns regarding environmental impact of development proposals, waste management and pollution control, the container deposit scheme, plastic bags and compliance with legislation.

GPO Box 3675, Darwin NT 0801

Telephone: (08) 8924 4218

Fax: (08) 8924 4053

Pollution hotline: 1800 064 567

Website: www.ntepa.nt.gov.au/about-nt-epa/Contacts

Email: ntepa@nt.gov.au

POLLUTION CONTROL

Telephone: 08 8924 4218

Email: pollution@nt.gov.au

WASTE AND RESOURCE RECOVERY

Telephone: 08 8924 4218

Email: waste@nt.gov.au

ENVIRONMENTAL ASSESSMENTS

Telephone: 08 8924 4218

Email: eia.ntepa@nt.gov.au

CONTAINER DEPOSIT SCHEME

Telephone: 1800 752 632

Email: containerdeposit@nt.gov.au

AIR QUALITY

Telephone: 08 8924 4057

Email: pollution@nt.gov.au

NATIONAL POLLUTANT INVENTORY

Telephone: 08 8924 4057

Email: npi.officer@nt.gov.au

ENVIRONMENT GRANTS

Telephone: 08 8924 4002

Email: environmentgrants@nt.gov.au

DUE DILIGENCE REQUESTS

Telephone: 08 8924 4218

Email: ntepa@nt.gov.au

WASTE DISPOSAL

The NT Environment Centre Inc
Unit 3, 98 Woods St, Darwin NT 0800
GPO Box 2120 Darwin NT 0801

Telephone: (08) 8981 1984

Fax: (08) 8941 0387

Website: www.ecnt.org/contact

GREENING AUSTRALIA

Darwin Nursery 125 Thora Rd
Berrimah, NT 0828

Telephone: (08) 8947 3793

KEEP AUSTRALIA BEAUTIFUL NT

GPO Box 368, Darwin NT 0801

Telephone: (08) 89815535

Fax: (08) 89819719

Email: admin@kabcnt.org.au

Website: kabcnt.org.au

Pensions

Planning

Police (NT & Federal)

Pollution

Power/Water

Prices

Prison

Power/Water

POWER AND WATER

For complaints about water and sewerage:

Toll free: 1800 245 092

Complaints online: www.powerwater.com.au/customers/contact_us/customer_query

DARWIN

Mitchell Centre, Shop 28, 55 Mitchell Street,
Darwin NT 0800

PO Box 3596, Darwin NT 0801

Telephone: 1800 245 092

PALMERSTON

Shop 21, Palmerston Shopping Centre, 10 Temple Tce
Palmerston NT 0832

PO Box 3596, Darwin NT 0801

Telephone: 1800 245 092

KATHERINE

Ground floor, Government Centre 5 First Street
Katherine NT 0850

PO Box 1045

Katherine NT 0851

Telephone: 1800 245 092

ALICE SPRINGS

Shop 8 Alice Plaza, 37 Todd Mall

Alice Springs NT 0871

PO Box 1521, Alice Springs NT 0871

Telephone: 1800 245 092

If you remain dissatisfied they can escalate your concerns to the:

Advocacy Consultant
Power and Water Corporation
GPO Box 1921, Darwin NT 0801

JACANA ENERGY

Jacana Energy is committed to providing superior customer service, but sometimes things go wrong. Jacana Energy aims to resolve all complaints directly and they use the information received through complaints to constantly improve the level of service that they offer to their customers.

If not satisfied with the way your complaint was handled, you can request a review by the Customer Experience & Advocacy Consultant

Telephone: 1800 448 894

Email: customerservice@jacanaenergy.com.au

Online Form: acanaenergy.com.au/customers/contact_us/customer_query

Prices

AUSTRALIAN COMPETITION AND CONSUMER COMMISSION (ACCC)

For complaints about how prices are displayed, misleading price claims including carbon price claims.

8th floor, 9-11 Cavenagh Street Darwin NT 0800

PO Box 3056 Darwin NT 0801

Toll free: 1300 302 502

Telephone: 8946 9666

Website: www.accc.gov.au

Prison (Corrections)

COMMUNITY CORRECTIONS

ALICE SPRINGS

First Floor, Centre point Building, 12 Gregory Terrace
Alice Springs 0870

PO Box 2407, Alice Springs NT 0871

Telephone: (08) 8951 5631

***For more information please see [next page](#).*

Complaints and Enquiries Guide



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Pensions

Planning

Police (NT & Federal)

Pollution

Power or Water

Prices

Prison

CASUARINA

Shop 4, CASCOM Centre, 13-17 Scaturchio Street
Casuarina NT 0810
PO Box 40696, Casuarina NT 0811
Telephone: (08) 8922 6501

DARWIN

Level Old 2 Admiralty Towers, 68 The Esplanade
Darwin NT 0800
PO Box 3196, Darwin NT 0801
Telephone: (08) 8999 5511
Email: inquiries.ntdcs@nt.gov.au

GROOTE EYLANDT (ALYANGULA)

Corner Arnhem Crescent & Taylor Street, Alyangula
PO Box 623, Alyangula NT 0885
Telephone: (08) 8987 6077

KATHERINE

First Floor Government Centre, First Street
Katherine NT 0850
PO Box 2031, Katherine NT 0851
Telephone: (08) 8973 8743

NHULUNBUY

Shop 6, Endeavour Square,
Nhulunbuy NT 0880
PO Box 471, Nhulunbuy NT 0881
Telephone: (08) 8939 2800

PALMERSTON AND TOP END REGION (JABIRU, MANINGRIDA, OENPELLI & TIWI)

TIO Building, 6 Frances Drive
Palmerston NT 0830
PO Box 1180, Palmerston NT 0831
Telephone: (08) 8939 0100

TENNANT CREEK

33 Leichardt Street,
Tennant Creek NT 0860
PO Box 1069, Tennant Creek NT 0861
Telephone: (08) 8962 4466

WADEYE (PORT KEATS)

Lot 491, Port Keats NT 0822
PMB Wadeye, NT 0822
Telephone: (08) 8978 2309

RURAL AND REMOTE

Telephone: (08) 8939 0112
Fax: (08) 8939 0123

CORRECTIONAL CENTRES

ALICE SPRINGS CORRECTIONAL CENTRE

South Stuart Highway
Alice Springs NT 0870
PO Box 56, Alice Springs NT 0871
Telephone: (08) 8951 8911
Email: ASCCvisits@nt.gov.au

BARKLY WORK CAMP

Tennant Creek NT 0860
PO Box 1245, Tennant Creek NT 0861
Telephone: (08) 8962 4548

DARWIN CORRECTIONAL CENTRE

325 Willard Road, Howard Springs NT 0829
GPO 1407, Darwin NT 0800
Telephone: (08) 8928 7770
Fax: (08) 8942 6403
Email: darwincorrectionalcentre@nt.gov.au

***For more information please see [next page](#).*

Pensions

Planning

Police (NT & Federal)

Pollution

Power or Water

Prices

Prison

INDIGENOUS FAMILY VIOLENCE OFFENDING PROGRAM

Telephone: (08) 8939 0118

Fax: (08) 8939 0123

YOUTH DETENTION CENTRES

ALICE SPRINGS YOUTH DETENTION CENTRE

PO Box 8469, Alice Springs NT 0871

Telephone: (08) 8951 1023

DON DALE YOUTH DETENTION CENTRE

90 Tivendale Road, Berrimah NT 0828

GPO Box 1407, Darwin NT 0801

Telephone: (08) 8922 0400

If the complainant remains dissatisfied you can escalate your concerns to the Commissioner.

Commissioner
Department of Correctional Services
Level 2 Old Admiralty Towers, 68 the Esplanade,
Darwin NT 0800
GPO Box 3196, Darwin NT 0801

Telephone: (08) 8999 5511

Email: ntcsinquiries@nt.gov.au

PRIVATE HEALTH INSURANCE OMBUDSMAN (PHIO)

The role of the PHIO is to protect the interests of people covered by private health insurance.

Toll free: 1800 640 695
(free call anywhere in Australia; mobile charges may apply)

Telephone: (02) 8235 8777

Fax: (02) 8235 8778

Email: info@phio.gov.au

Website: www.phio.org.au

Q

No Listing.

Real Estate Agents

Residential Tenancies

Retirement Villages

R

Real Estate Agents

Can assist to reduce complaints about real estate agents, businesses and conveyance agents.

Department of Business Licencing and Gambling
GPO Box 1154 Darwin NT 0801

Telephone: (08) 8999 5511

Website: www.dob.nt.gov.au/contact-us/Pages/default.aspx

Residential Tenancies

NORTHERN TERRITORY CONSUMER AFFAIRS

A main function with Consumer Affairs is consumer protection within the purchase of goods and services, residential tenancies and residential building disputes.

Telephone: (08) 8999 1999

Toll free: 1800 019 319

Fax: (08) 8935 7738

SMS: 040 111 6801

Email: consumer@nt.gov.au

Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

NORTHERN TERRITORY CIVIL AND ADMINISTRATIVE TRIBUNAL (NTCAT)

NTCAT can help to resolve disputes between landlords and tenants under the Residential Tenancies Act.

PO Box 41860, Casuarina NT 0810

Operating Hours: 8.45am to 4.00pm

Toll free: 1800 604 622

Telephone: (08) 8944 8720

Facsimile: 08 89227201

Email: AGD.ntcat@nt.gov.au

Website: www.ntcat.nt.gov.au

DARWIN

CASCOM Building 5, Casuarina Village
Level 1, 13-17 Scaturchio Street
Casuarina NT 0811

ALICE SPRINGS

Westpoint Building
1 Stott Terrace
ALICE SPRINGS NT 0870

TENANCY ADVICE SERVICE

DARWIN COMMUNITY LEGAL SERVICES (DCLS)

Offers free advice to tenants on real estate matters. The Tenants' Advice Service (TAS) is an NT wide, community-based advice and advocacy service for residential tenants

GPO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111

Toll free: 1800 812 953

TTY: 8982 1177

Fax: (08) 8982 1112

Email: info@dcls.org.au

Website: www.dcls.org.au

Real Estate Agents

Residential Tenancies

Retirement Villages

Retirement Villages

NORTHERN TERRITORY CONSUMER AFFAIRS

If your complaint relates retirement villages Consumer Affairs look at complaints under the Retirement Villages Act.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au/Pages/default.aspx

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT 0810
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT 0870
PO Box 1745, ALICE SPRINGS NT 0871

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

Darwin Community Legal Service
8 Manton Street
Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

Social Security

Superannuation

S

Social Security

DARWIN COMMUNITY LEGAL SERVICES (DCLS)

WELFARE RIGHTS SERVICE

DCLS provides advice and assistance when dealing with Centrelink and in review and appeals processes.

8 Manton Street Darwin NT 0801
GPO Box 3180, Darwin NT 0801

Telephone: 8982 1111
Toll free: 1800 812 953
TTY: 8982 1177
Fax: 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

DEPARTMENT OF HUMAN SERVICES

In the first instance complainants should try to resolve their complaint with the Department of Human Services (DSS). Write to the DHS (no postage stamp required) at:

DHS Complaints and Feedback
Reply Paid 7788, Canberra Business Centre ACT 2610
Telephone: 1800 132 468
Website: www.humanservices.gov.au/customer/information/feedback-complaints#a3

If you remain dissatisfied, you can ask for a review of the decision by an Authorised Review Officer.

If the matter is still unresolved you can lodge an appeal with the Commonwealth Ombudsman.

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

ADMINISTRATIVE APPEALS TRIBUNAL

Provides independent review of a wide range of administrative decisions made by the Australian Government and some non-government bodies.

GPO Box 9955, Brisbane Qld 4001
Telephone: (07) 3361 3000
Telephone: 1300 366 700
Fax: (07) 3361 3001
Website: www.aat.gov.au

SOCIAL SECURITY APPEALS TRIBUNAL

An independent statutory body which reviews decisions made by Officers of the Department of Human Services under the social security law, family assistance law, child support scheme and some other statutes.

Telephone: (07) 3005 6200
Telephone: 1800 011 140
Fax: (07) 3005 6215
Email: brisbane@ssat.gov.au
Website: www.ssat.gov.au

Social Security

Superannuation

AUSTRALIAN INFORMATION COMMISSIONER

Considers and investigates complaints about personal information or a Freedom of Information decision by an Australian Government department or agency.

GPO Box 5218 Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au

DARWIN COMMUNITY LEGAL SERVICES (DCLS) – WELFARE RIGHTS SERVICE

DCLS can provide assistance in dealing with the Departments and in the review and appeals process.

8 Manton Street
Darwin NT 0801
GPO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Toll free: 1800 812 953
TTY: 8982 1177
Fax: (08) 8982 1112
Email: info@dcls.org.au
Website: www.dcls.org.au

Superannuation

For complaints relating to banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds, pooled superannuation funds, estate planning, estate management or trustee services.

SUPERANNUATION COMPLAINTS TRIBUNAL (SCT)

120 Collins Street
Melbourne VIC 3000
Locked Bag 3060 MELBOURNE VIC 3001
Telephone: 1300 884 114
Telephone: (03) 8635 5580
Fax: (03) 8635 5588
Website: www.sct.gov.au/pages/make-a-complaint/lodging-a-complaint

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS provides a free legal service, which can assist individuals with superannuation claims and payments.

8 Manton Street, Darwin NT 0800
PO Box 3180, Darwin NT 0801
Telephone: (08) 8982 1111
Fax: (08) 8982 1112
Email: Info@dcls.org.au
Website: www.dcls.org.au

FINANCIAL OMBUDSMAN SERVICE

The complainant should try to resolve the matter with the service provider in the first instance. If the matter remains unresolved the complaint can be escalated to the financial ombudsman.

GPO Box 3, Melbourne VIC 3001
Telephone: (03) 9613 7366
Toll free: 1300 78 08 08
TTY: 133 677
Speak and Listen calls: 1300 555 727
Fax: (03) 9613 6399
Website: www.fos.org.au

Social Security

Superannuation

CREDIT AND INVESTMENTS OMBUDSMAN (CIO)

The CIO provides consumers with a free and impartial dispute resolution service as an alternative to legal proceedings for resolving complaints with their financial services and product providers who are part of the scheme.

PO Box A252, South Sydney NSW 1235

Toll free: 1800 138 422
TTY: 133 677
Speak and Listen voice calls: 1300 555 727
Fax: (02) 9273 8440
Website: www.cio.org.au

AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION (ASIC)

ASIC may be able to help resolve complaints about superannuation, managed funds, financial advice, insurance, unfair or anti-competitive market practices, financial losses as a result of mistakes, bad judgment, risk-taking or commercial disputes.

Level 7, TIO Centre 24 Mitchell Street, Darwin NT 0800
GPO Box 9827 Darwin NT 0801

Telephone: (08) 8943 0900
Telephone: 1300 300 630
Fax: (08) 8943 0910
Website: www.asic.gov.au

Telecommunications

Travel Agents

T

Telecommunications

TELECOMMUNICATION INDUSTRY OMBUDSMAN (TIO)

If you have made a complaint to your telecommunications service provider and it is unresolved, you can lodge a complaint with the TIO online.

Telephone: 1800 062 058
Fax: 1800 630 614
TTY: 1800 675 692
Email: tio@tio.com.au
Website: www.tio.com.au

NORTHERN TERRITORY CONSUMER AFFAIRS

For assistance with complaints about a handset, smart phone or similar, contact Consumer Affairs.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT
PO Box 1745, ALICE SPRINGS NT 0871

Travel Agents

AUSTRALIAN FEDERATION OF TRAVEL AGENTS (AFTA)

AFTA only accept complaints about travel agents who are members. It has no power to discipline its members, but can pass on the details of the complaint to the person/provider concerned.

Level 3, 309 Pitt St, Sydney NSW 2000
Telephone: (02) 9287 9900
Telephone: 1300 363 416
Fax: (02) 9264 1085
Email: afta@afta.com.au
atas@afta.com.au
Website: www.afta.com.au/contact

NORTHERN TERRITORY CONSUMER AFFAIRS

Consumer Affairs is an independent office that aims to promote and regulate responsible business conduct through administration of a regulatory system that protects consumer interests.

Telephone: (08) 8999 1999
Toll free: 1800 019 319
Fax: (08) 8935 7738
SMS: 040 111 6801
Email: consumer@nt.gov.au
Website: www.consumeraffairs.nt.gov.au

DARWIN

1st Floor, the Met Building, 13 Scaturchio St
Casuarina NT
PO Box 40946, CASUARINA NT 0811

ALICE SPRINGS

Westpoint Complex, Cnr Railway and Stott Terraces
Alice Springs NT
PO Box 1745, ALICE SPRINGS NT 0871

Veterans Affairs

Vets

U

No Listing.

V

Veterans Affairs

AUSTRALIAN GOVERNMENT DEPARTMENT OF VETERANS AFFAIRS

In the first instance the person should try and resolve the matter with the person they have been dealing with.

Manager
Feedback Management Team (Level 4) GPO Box 9998 SYDNEY NSW
2001

Telephone: 133 254
Toll free: 1800 555 254
Website: www.dva.gov.au

If you remain dissatisfied, you can contact:

COMMONWEALTH OMBUDSMAN

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency.

GPO Box 442, CANBERRA ACT 2601
Telephone: 1300 362 072
Fax: (02) 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

Vets

VETERINARY BOARD OF THE NORTHERN TERRITORY

The Board investigates complaints about professional misconduct by a registered veterinarian or veterinary specialist in the provision of a veterinary service.

Berrimah Agricultural Laboratory (BAL) Building
Berrimah Farm
GPO Box 3000, Darwin NT 0801

Telephone: (08) 8999 2028
Fax: (08) 8999 2089
Email: vetboard@nt.gov.au
Website: www.nt.gov.au/d/vetboardnt/index.cfm?header=Complaints

Work Health and Safety

Work—Pay and Conditions

W

Work Health and Safety

NT WORK SAFE

(For bullying and harassment complaints refer to the Fair Work Commission)

Email: ntworksafe@nt.gov.au
Website: www.worksafe.nt.gov.au

ELECTRICAL SAFETY

Customers who believe electrical work carried out by an electrical contractor they have hired is unsafe should first direct their concerns to the contractor. If the electrical contractor refuses to address your concerns a complaint should be made to NT WorkSafe – Electrical Safety.

NT WORKSAFE – ELECTRICAL SAFETY

Toll free: 1800 019 115

INJURED AT WORK

If you are injured at work, you may be entitled to workers compensation if you meet the definition of a worker.

To make a claim, you must complete a Northern Territory Workers Compensation Claim Form and submit it to your employer. The insurance company providing cover for your employer is required to notify you with a decision to accept, reject or defer your claim within ten working days of you lodging the claim with your employer. For information about making a workers compensation claim, contact:

NT WORKSAFE - REHABILITATION AND COMPENSATION

Toll free: 1800 250 713

WORKERS COMPENSATION CLAIMS

If you are an injured worker with a workers compensation claim and you have a dispute or complaint about the process, please contact the case officer of the insurance company handling your claim to discuss the matter.

If your dispute or complaint has not been resolved, every insurance company has a free Internal Dispute Resolution Process. Please contact the Senior Review Officer from the insurance company handling your claim to review your dispute. The review officer will be independent from the original decision making process for your claim.

If your dispute or complaint remains unresolved, contact NT WorkSafe who will arrange an independent mediation service. Undertaking mediation is a requirement before a matter can be taken to the Work Health Court.

NT WORK SAFE - REHABILITATION AND COMPENSATION

Toll free: 1800 250 713
Email: mediationworksafe@nt.gov.au
Website: www.worksafe.nt.gov.au

Complaints about unsafe work practices, working conditions or any other matter related to health and safety in the workplace.

NT WORK SAFE

Toll free: 1800 019 115
Email: ntworksafe@nt.gov.au
Website: www.worksafe.nt.gov.au

Work Health and Safety

Work—Pay and Conditions

Work – Pay and Conditions

Public service employees aggrieved by their treatment in employment due to an action or decision of their agency may request the Commissioner for NT Public Employment to review that agency action or decision.

GPO Box 4371 Darwin NT 0801

Telephone: (08) 8999 4282

Fax: (08) 8999 4186

Email: enquiries.ocpe@nt.gov

Website: www.ocpe.nt.gov.au/about_us/contact_us

FAIR WORK COMMISSION

Fair Work Commission is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to:

- Safety net of minimum wages and employment conditions
- Enterprise bargaining
- Industrial action
- Dispute resolution
- Termination of employment
- Anti-bullying
- Other workplace matters

Website: www.fwc.gov.au/resolving-issues-disputes-and-dismissals/dismissal-termination-redundancy

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

DCLS provides free legal advice regarding unfair dismissal, conditions of employment, bullying and harassment, discrimination, workplace matters, wages and entitlements.

8 Manton Street, Darwin NT 0800

PO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111

Fax: (08) 8982 1112

Email: info@dcls.org.au

Website: www.dcls.org.au

FAIR WORK OMBUDSMAN

Provides information and advice about your workplace rights and obligations.

The Australian Office of the Fair Work Ombudsman, or more commonly, the Fair Work Ombudsman, provides free advice and information on the Australian national workplace relations system.

GPO Box 9887, Darwin NT 0801

Telephone: 13 13 94

Fax: 1800 618 366

Website: www.fairwork.gov.au/contact-us

COMMONWEALTH OMBUDSMAN:

Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government department or agency

GPO Box 442, CANBERRA ACT 2601

Telephone: 1300 362 072

Fax: (02) 6276 0123

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

X-Z

No Listing.

Legal Help

Member of Parliament

Ombudsman NT

More...

If you haven't found what you are looking for in our index or previous pages you may find something of use below.

Legal Help

If you require assistance with lodging a complaint or wish to take legal action the below contacts may be of a assistance.

PRIVATE LAWYERS

(see Yellow Pages under Solicitors)

NORTHERN TERRITORY LEGAL AID COMMISSION

Legal Information Line: 1800 019 343
Web: www.ntlac.nt.gov.au

DARWIN

6th Floor, 9-11 Cavenagh Street, Darwin NT 0800
Locked Bag 11, Darwin NT 0801
Telephone: 8999 3000

PALMERSTON

Shop 6, 25 Chung Wah Terrace, Palmerston NT 0830
Locked Bag 11, Darwin NT 0801
Telephone: 8999 4750

KATHERINE

20 Second Street, Katherine NT 0850
PO Box 145, Katherine NT 0851
Telephone: 8973 8704

TENNANT CREEK

Shop 3, 163 Patterson Street, Tennant Creek NT 0860
PO Box 749, Tennant Creek NT 0861
Telephone: 8962 1985

ALICE SPRINGS

77 Hartley Street, Alice Springs NT 0870
PO Box 969, Alice Springs NT 0871
Telephone: 8951 5377

ABORIGINAL LEGAL AID SERVICE

North Australian Aboriginal Justice Agency (NAAJA)
1 Gardiner Street, Darwin NT 0800
GPO Box 1064, Darwin NT 0801
Telephone: 8982 5100
1800 898 251

KATHERINE

North Australian Aboriginal Justice Agency (NAAJA)
32 Katherine Terrace, Katherine NT 0870
PO Box 1944, Katherine NT 0850
Telephone: 8972 1133

NHULUNBUY (GOVE)

North Australian Aboriginal Justice Agency (NAAJA)
Franklin Street, Nhulunbuy NT 0880
PO Box 120, Nhulunbuy NT 0881
Telephone: 8987 1300

ALICE SPRINGS

Central Australian Aboriginal Legal Aid Service (CAALAS)
55 Bath Street, Alice Springs NT 0870
PO Box 1670, Alice Springs NT 0870
Telephone: 8950 9300
1800 636 079

TENNANT CREEK

Central Australian Legal Aid Service Inc (CAALAS)
68 Patterson Street, Tennant Creek NT 0860
PO Box 56, Tennant Creek NT 0860
Telephone: 8962 1332
0417 814 945

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COMMUNITY LEGAL CENTRES

DARWIN COMMUNITY LEGAL SERVICE (DCLS)

The DCLS Aged and Disability Rights Service offers free advocacy and advice to individuals and their carers regarding Adult Guardianship issues and processes

GPO Box 3180, Darwin NT 0801

Telephone: (08) 8982 1111

Toll free: 1800 812 953

TTY: 8982 1177

Fax: (08) 8982 1112

Email: info@dcls.org.au

Website: www.dcls.org.au

TOP END WOMEN'S LEGAL SERVICE

Ground Floor, 62 Cavenagh Street, Darwin NT 0800

GPO Box 1901, Darwin NT 0801

Telephone: 8982 3000

1800 041 998

NORTH AUSTRALIAN ABORIGINAL FAMILY VIOLENCE LEGAL SERVICE

GPO Box 1430, Darwin NT 0801

Level 2, Qantas Building, 16 Bennett Street, Darwin NT 0800

Telephone: 08 89238200

Toll Free: 1800 041 998

Email: info@naafvls.com.au

KATHERINE WOMEN'S INFORMATION AND LEGAL SERVICE

Shop 5 Katherine Arcade, Katherine Terrace, Katherine NT 0850

PO Box 1194, Katherine, NT 0851

Telephone: 8972 1712

Toll Free: 1800 620 108

KATHERINE ABORIGINAL FAMILY SUPPORT UNIT

1 Second Street, Katherine NT 0850

PO Box 240, Katherine NT 0850

Telephone: 8972 3200

CENTRAL AUSTRALIAN WOMEN'S LEGAL SERVICE

Suite 3, 15 Leichardt Tce, Alice Springs NT 0870

PO Box 3496, Alice Springs NT 0871

Telephone: 8952 4055

Email: cawls@curl.com.au

CENTRAL AUSTRALIAN ABORIGINAL FAMILY LEGAL UNIT

84 Hartley Street, Alice Springs NT 0870

PO Box 2109, Alice Springs NT 0871

Telephone: 8953 6355

Freecall: 1800 088 884

Email: caafllu@caalas.com.au

ENVIRONMENTAL DEFENDERS OFFICE AUSTRALIA

8 Manton Street, Darwin NT 0800

GPO Box 3180, Darwin NT 0801

Freecall: 1800 635 944

Telephone: 8941 9952

Web: www.edo.org.au

ENVIRONMENTAL DEFENDERS OFFICE NT

3/98 Woods Street, Darwin NT 0800

PO Box 4289, Darwin NT 0801

Freecall: 1800 635 944

Telephone: 8981 5883

Web: www.edont.org.au

[Legal Help](#)

[Member of Parliament](#)

[Ombudsman NT](#)

Member of Parliament

If you have been unsuccessful with other avenues of complaint, or your complaint is about current or proposed legislation, you may be able to get help from the Territory or Australian member of Parliament.

You can contact your local member in person, by phone or by writing. He or she will have an office somewhere in your area. Contact details are listed under Parliament House or Parliamentarian's in the White Pages telephone book.

Ombudsman NT

If you are still unsure where to go you and need assistance with where to direct your complaint you can contact the Office of the NT Ombudsman.

Ombudsman's Office

12 floor, 22 Mitchell Street , Darwin NT 0800

PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818

Toll free: 1800 806 380

Fax: (08) 8999 1828

Email: ombudsman@nt.gov.au

Website: www.ombudsman.nt.gov.au

Complaints and Enquiries Guide



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PRODUCED BY:

Office of the Ombudsman for the Northern Territory

12 floor, 22 Mitchell Street , Darwin NT 0800

PO Box 1344, Darwin NT 0801

Telephone: (08) 8999 1818

Toll free: 1800 806 380

Email: ombudsman@nt.gov.au

Website: www.ombudsman.nt.gov.au

For any requests to update or add information, please contact the NT Ombudsman's Office.