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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Ombudsman NT
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.cpaaustralia.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

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

A

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
OFFICE OF THE PUBLIC GUARDIAN
Flynn Drive, Alice Springs NT 0870
Telephone: (08) 8951 6741

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.hcscc.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

The complaint can be further escalated to the HCSCC in the first instance.

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

Telephone: (02) 6262 9822
Website: www.adstandards.com.au
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

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
Telephone: (08) 8999 2400

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.**
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.hcscc.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:

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:

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
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
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

Accountants
Adult Guardianship
Advertising
Aged Care/Seniors
Airlines
Apprenticeships
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
TTY: 133 677
Speak and Listen calls: 1300 555 727
Fax: (08) 8935 7738
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
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

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: bbp@nt.gov.au
Website: bbp.nt.gov.au
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

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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

Caravan Parks
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

Complaints may be escalated to the Chief Executive Officer at above address once all other avenues have been exhausted.
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
Telegram: 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
Telegram: 1800 011 140
Fax: (07) 3005 6215
Email: brisbane@ssat.gov.au
Website: www.ssat.gov.au

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

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

AUSTRAILIAN GOVERNMENT CHILD SUPPORT AGENCY

GPO Box 9815
Melbourne, VIC 3001
Telephone: 1800 132 468
Website: www.humanservices.gov.au/customer/information/feedback-complaints

If the complainant remains dissatisfied there are four external independent review bodies as follows.
Complaints and Enquiries Guide

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

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:

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

**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

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.hcscc.nt.gov.au](http://www.hcscc.nt.gov.au)

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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.hcscc.nt.gov.au](http://www.hcscc.nt.gov.au)
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CATHOLIC CARE NT
6 Hartley Street
ALICE SPRINGS NT 0871
Telephone: (08) 8958 2400
Toll free: 1800 354 550 (free call)
Email: alicesprings@catholiccarent.org.au
Website: www.catholiccarent.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
**Dentists**

**Disability Services**

**Discrimination and**

**Unfair Treatment**

**Doctors**

**Dogs**

**Domestic Violence**

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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:** info@humanrights.gov.au

**Website:** www.humanrights.gov.au

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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.

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.hcscc.nt.gov.au

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**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

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**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).

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**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

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**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

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**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
Complaints and Enquiries Guide

Dentists
Disability Services
Discrimination and Unfair Treatment
Doctors
Dogs
Domestic Violence

**For more information please see next page.**
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Disability Services
Discrimination and Unfair Treatment
Doctors
Dogs
Domestic Violence

**Nhulunbuy**
Domestic Violence Counsellor (08) 8987 0403

**Alice Springs**
Domestic Violence Counsellor (08) 8952 6075

**Katherine**
Domestic Violence Counsellor (08) 8972 1332

**Tennant Creek**
Domestic Violence Counsellor (08) 8962 1940

**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
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.au
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

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
Education

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

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.**
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

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
Complaints and Enquiries Guide

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: courtofficers.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
Complaints and Enquiries Guide

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**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](http://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](http://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.

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**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

**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
Fax: (08) 8935 7799
Email: NTDCS.WebAdministrator@nt.gov.au
Website: [www.cjc.nt.gov.au](http://www.cjc.nt.gov.au)

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**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

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**Gambling**

**Goods, Services and Businesses**

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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

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
Complaints and Enquiries Guide

Health
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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

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

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

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

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

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

**For more information please see next page.**
Health
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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.
**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@mcsca.org.au
Website: www.mcsca.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

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**Immigration**

**DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION**

Telephone: 133 177
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
Complaints and Enquiries Guide

Immigration

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.

NORTHERN TERRITORY CONSUMER AFFAIRS
Consumer Affairs aim to promote and regulate responsible business conduct through administration of a regulatory system that protects consumer interests.
**Complaints and Enquiries Guide**

**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@lawsoctnt.asn.au.
**Website:** [www.lawsoctnt.asn.au/images/stories/disciplinary/Complaint_Form_LPA_2006_v01_10_approved.pdf](http://www.lawsoctnt.asn.au/images/stories/disciplinary/Complaint_Form_LPA_2006_v01_10_approved.pdf)
**Website:** [www.lawsoctnt.asn.au](http://www.lawsoctnt.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](http://www.alicesprings.nt.gov.au)

**BARKLY REGIONAL COUNCIL**
**Telephone:** (08) 8962 0000
**Fax:** (08) 8962 1801
**Website:** [www.barkly.nt.gov.au](http://www.barkly.nt.gov.au)

**BELYUEN COMMUNITY GOVERNMENT COUNCIL**
**Telephone:** (08) 8978 5061
**Fax:** (08) 8978 5009
**Website:** [www.belyuen.nt.gov.au](http://www.belyuen.nt.gov.au)

**CENTRAL DESERT REGIONAL COUNCIL**
**Telephone:** 1300 360 605
**Fax:** (08) 8951 6416
**Website:** [www.centraldesert.nt.gov.au](http://www.centraldesert.nt.gov.au)

**For more information please see next page.**
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<tr>
<th>Lawyers</th>
<th>Local Government</th>
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<tbody>
<tr>
<td><strong>City of Palmerston</strong></td>
<td><strong>MacDonnell Regional Council</strong></td>
</tr>
<tr>
<td>Telephone: (08) 8935 9922</td>
<td>Telephone: (08) 8958 9600</td>
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<tr>
<td>Fax: (08) 8935 9900</td>
<td>Fax: (08) 8958 9601</td>
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<tr>
<td><strong>Coomalie Community Government Council</strong></td>
<td><strong>Roper Gulf Regional Council</strong></td>
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<tr>
<td>Telephone: (08) 8976 0058</td>
<td>Telephone: (08) 8972 9000</td>
</tr>
<tr>
<td>Fax: (08) 8976 0293</td>
<td>Fax: (08) 8971 2607</td>
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<tr>
<td>Website: <a href="http://www.coomalie.nt.gov.au">www.coomalie.nt.gov.au</a></td>
<td>Website: <a href="http://www.ropergulf.net">www.ropergulf.net</a></td>
</tr>
<tr>
<td><strong>City of Darwin</strong></td>
<td><strong>Tiwi Islands Regional Council</strong></td>
</tr>
<tr>
<td>Telephone: (08) 8930 0300</td>
<td>Telephone: (08) 8970 9500</td>
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<tr>
<td>Fax: (08) 8930 0311</td>
<td>Fax: (08) 8970 9555</td>
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<tr>
<td><strong>East Arnhem Regional Council</strong></td>
<td><strong>Victoria Daly Regional Council</strong></td>
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<tr>
<td>Telephone: (08) 8986 8986</td>
<td>Telephone: (08) 8972 0777</td>
</tr>
<tr>
<td>Fax: (08) 8986 8999</td>
<td>Fax: (08) 8973 8122</td>
</tr>
<tr>
<td><strong>West Daly Regional Council</strong></td>
<td><strong>Wagait Shire Council</strong></td>
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<tr>
<td>Telephone: (08) 8901 3920</td>
<td>Telephone: (08) 8978 5185</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@westdaly.nt.gov.au">info@westdaly.nt.gov.au</a></td>
<td>Fax: (08) 8978 5100</td>
</tr>
<tr>
<td><strong>Katherine Town Council</strong></td>
<td><strong>West Arnhem Regional Council</strong></td>
</tr>
<tr>
<td>Telephone: (08) 8972 5500</td>
<td>Telephone: (08) 8979 9444</td>
</tr>
<tr>
<td>Fax: (08) 8971 0305</td>
<td>Fax: (08) 8979 2488</td>
</tr>
<tr>
<td><strong>Litchfield Council</strong></td>
<td></td>
</tr>
<tr>
<td>Telephone: (08) 8983 0600</td>
<td></td>
</tr>
<tr>
<td>Fax: (08) 8983 1165</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.litchfield.nt.gov.au">www.litchfield.nt.gov.au</a></td>
<td></td>
</tr>
</tbody>
</table>

**For more information please see next page.**
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.
Complaints and Enquiries Guide

Media

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

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

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
Media

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@mcsca.org.au
Website: www.mcsca.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

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.
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

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: (02) 6276 0123
Fax: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.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) 3361 3000
Telephone: 1300 366 700
Fax: (07) 3361 3001
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

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

Telephone: 1800 011 140
Fax: (07) 3005 6215
Email: brisbane@ssat.gov.au
Complaints and Enquiries Guide

Australiana 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

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
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: ntепa@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: ntепa@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
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

**Pensions**

**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 Leichhardt 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**

**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, Tenant 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.**
Complaints and Enquiries Guide

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
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

Real Estate Agents

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

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 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

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
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
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

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.

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

S

Social Security
Superannuation

S

SOCIAL SECURITY

Superannuation

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
### Social Security

#### 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.

### 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 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
**Toll free:** 1800 812 953
**TTY:** 8982 1177
**Fax:** (08) 8982 1112
**Email:** info@dcls.org.au
**Website:** www.dcls.org.au

### FINANCIAL OMBUDSMAN SERVICE

The complaintant 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

**For more information please see next page.**
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

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

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
Veterans Affairs

Vets

No Listing.

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
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.

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
Email: ntworksafe@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.
Complaints and Enquiries Guide

Work Health and Safety

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


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.
More...

Legal Help

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 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
Complaints and Enquiries Guide

Legal Help

Member of Parliament

Ombudsman NT

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
GPO 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 Leichhardt 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: caaflu@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
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