



Women's Health at Work



NSW Ombudsman information for CALD working women.

This message was developed in partnership with:



If you think you have been unfairly treated by a NSW government agency or their employee, or by certain non-government service providers or employees, you can complain to us. Government agencies include (but are not limited to) Police, Community Services, Housing and local councils. Non-government service providers include independent schools, child care services, agencies providing substitute residential care, child and family support services, disability accommodation and support services, home and community care services, women's refuges and other services.

We investigate conduct that may be: illegal, unreasonable, unjust or oppressive, improperly discriminatory, based on improper motives or irrelevant grounds, based on a mistake of law or fact, or is otherwise wrong. Our job is to make sure that the agencies we watch over fulfil their functions properly and improve their delivery of services to the public. We are independent, impartial and offer our services free of charge.

Domestic and family violence is a crime. We are particularly concerned about complaints alleging failure by police to deal appropriately with domestic violence reports. The complaints we receive often concern issues such as victim support, service of apprehended domestic violence orders (ADVOs), acting on breaches of ADVOs and taking legal action against perpetrators of domestic violence.

We continue to work closely with stakeholders including local domestic violence workers to identify and respond to issues and concerns.

The policing of sexual assault is also a matter that we look at. Allegations of police misconduct, including inadequate investigation of reports of sexual assault and insufficient victim support are of serious concern to us.

How do I make a complaint?

It is best to start by contacting the agency or organisation. Many have customer service officers or centres for handling complaints from the public. If you are not satisfied with the action taken by the agency or organisation, you can make a complaint to us.

Your complaints should be in writing. However, we take oral complaints in certain circumstances, for example, if your complaint is about a community services matter, you're a young person, or your matter is urgent.

You can ask a friend, relative, solicitor, welfare worker or your local MP to complain on your behalf. A complaint can be in any language. If you have difficulty writing a letter, due to language or a disability, we can help. We can arrange for translators, interpreters and other services.

It is important that you include all relevant information and supporting documents in your complaint.

Contact us:

Women's Health At Work Program

Bldg 55B, 5 Fleet Street North Parramatta NSW 2151

Phone: 02 98403877

Fax: 02 98403004

NSW Ombudsman

Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Complaints: ONLINE COMPLAINT FORM

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Fax: 02 9283 2911