

## What if talking to IDRS doesn't fix the problem?

You can make a complaint to another service  
that is independent of IDRS.

Services that can help you with your  
complaint are:

### NSW Ombudsman Community Services Division

Phone 9286 1000  
Free from outside Sydney 1800 451 524  
TTY 9264 8050

### National Complaints Resolution and Referral Service

Phone 1800 88 00 52  
TTY 1800 301 130  
National Relay Service 1800 555 67



## Contacting IDRS

Street Address Suite 2C, 199 Regent Street  
Redfern  
NSW 2016

Postal Address PO Box 3347  
Redfern  
NSW 2016

Telephone 02 9318 0144  
(Sydney)  
1800 665 908  
( Outside Sydney)

Fax 02 9318 2887

Email [info@idrs.org.au](mailto:info@idrs.org.au)

Web [www.idrs.org.au](http://www.idrs.org.au)

If you need an interpreter to speak in your language,  
please phone the Telephone Interpreter Service (TIS)  
on 131 450



# Complaints



# Making a complaint about Intellectual Disability Rights Service

## You can complain

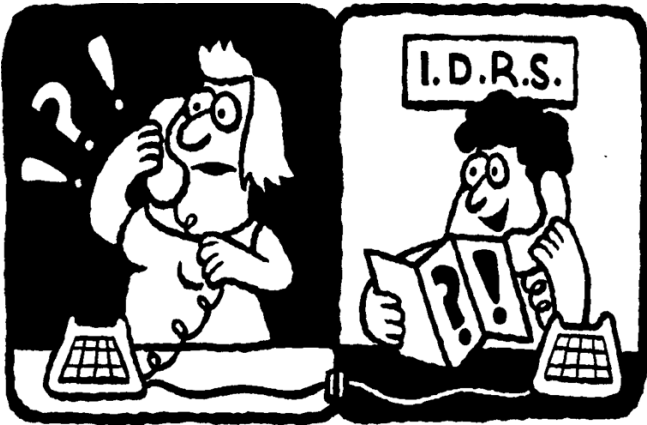
You have the right to complain

If you are not happy with IDRS service

**PLEASE TELL US.**

We will:

- Take your complaint seriously
- Try to fix the problem
- Try to make sure it doesn't happen again
- Work on it quickly



## Making a complaint

Talk to IDRS about the problem

Talk to the Executive Officer

The Executive Officer will:

- Listen to you
- Make sure you have your say



Phone

**9318 0144**

(Sydney)

**1800 666 111**

(free from outside of Sydney)

Or you can write to the Executive Officer



Address:

**IDRS Executive Officer**

**PO Box 3347**

**Redfern**

**NSW 2016**

## Getting help to complain

If you would like someone to help you make a complaint, it could be:

- An advocate
- A support person
- A friend
- A family member

If you don't have anyone to help you, IDRS will try and help you find someone.

Together you can come and talk to us and we will try to fix the problem.

If you are happy after you have talked to us about the problem, then you don't have to go to the next step.

IDRS is funded by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs and the NSW Department of Human Services- Ageing, Disability & Home Care