



# Information Book

## Rights, privacy and complaints



Easy English







## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.



This book was written by Intereach.

When you see the word 'we' it means Intereach.

This book is about

- your **rights**
- your **privacy**
- **complaints.**



Rights are things that everyone should be able to

- get
- have
- do.



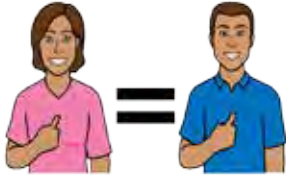
Privacy means we keep your information private.



Complaints mean you

- do **not** like something
- and
- tell someone about it.

## Your rights



We treat everyone as **equals**.

Equal means everyone has the same rights.

We make sure you

- are respected

- are safe



- have your information kept private



- have clear information about services

- can make choices about your services

- can get an **advocate**.

An advocate can help you

- make decisions
- say what you want
- understand information.





## Your privacy

We keep your information private.



We will

- ask you before we get your information
- only get information to help you



- keep your information safe
- only share your information if
  - you say it is ok
  - it is the law.



We must tell someone if

- a child is in danger
- someone is about to hurt themselves
- a crime is going to happen.



## Your ideas and complaints



We want to know your ideas and complaints.

You can tell us your ideas or complaint

- when you see us



- by phone  
1300 488 226



- by email  
[complaints@intereach.com.au](mailto:complaints@intereach.com.au)



- on our website form  
[www.intereach.com.au/feedback-and-complaints](http://www.intereach.com.au/feedback-and-complaints)



- in a letter.  
You can send your letter to  
PO Box 501  
Deniliquin NSW 2710

You need to write **confidential** on  
the envelope for privacy.



You do **not** have to tell us your name to make a complaint.

We have to tell some people about the complaints we get.



We will

- listen to you
- tell you we got your complaint
- fix the problem as soon as we can



- keep your information private
- help you to get an advocate if you want one



- try to help you as best we can.

If you are **not** happy we will help you make a complaint to someone else.





## **Other ways to make a complaint**

You can make a complaint about us to

### **Commonwealth Ombudsman**

Phone

1300 362 072

Website

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **NSW Ombudsman**

Phone

1300 451 524

Website

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### **Victorian Ombudsmen**

Phone

1800 806 314

Website

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## **Aged Care Complaints Commissioner**

Phone

1800 550 552

Website

[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

## **NSW Community Services Commission**

Phone

1800 060 409

Website

[www.complaintline.com.au](http://www.complaintline.com.au)

## **Human Rights Commission**

Phone

1800 620 241

Website

[www.humanrights.gov.au](http://www.humanrights.gov.au)

## **National Disability Insurance Agency**

Phone

1800 800 110

Email

[feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)





## More information

Tell us if you want to read our

- Human Rights Policy
- Privacy Policy
- Complaint Handling Policy



Email

[contact@intereach.com.au](mailto:contact@intereach.com.au)



Phone

1300 488 266



Talk to us in person at one of our offices in

- Albury
- Balranald
- Bendigo
- Cootamundra
- Corowa
- Deniliquin
- Echuca
- Finley
- Gisborne
- Griffith
- Hay
- Maryborough
- Mildura
- Seymour
- Shepparton
- Swan Hill
- Wagga Wagga



You can use the **National Relay Service - NRS** to contact us if you need to.

The NRS is for people who are Deaf, hard of hearing or have a speech difficulty.



TTY users call 133 677

Ask for 1300 488 226

Speak and Listen users call

1800 555 727

Ask for 1300 488 226

SMS relay users text 0423 677 767



If you need an interpreter phone 131 450

Ask for 1300 488 226

