

## **Telecommunications Industry Ombudsman**

Provides free, independent, just, informal and speedy resolution of complaints and disputes regarding telecommunications services including Internet Service Providers.

*Hours:* Mon to Fri 9am to 5pm

*Phone:* 1800 062 058

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

## **Fair Work Infoline**

Free info & advice on pay & work conditions for employers, employees & contractors in the federal system/Service through Fair Work Ombudsman

*Hours:* Mon to Fri 8am to 6pm

*Phone:* 13 13 94

*Web:* [www.fairwork.gov.au](http://www.fairwork.gov.au)

## **Fair Work Australia**

National workplace relations tribunal. Functions: Minimum wages, employment & conditions, enterprise bargaining, industrial action, dispute resolution, termination.

*Phone:* 1300 799 675 *Hours:* Mon-Fri 9am-5pm

*Mail:* GPO Box 1994 Melbourne Vic.

*Web:* [www.fwa.gov.au](http://www.fwa.gov.au)

## **Welfare Rights & Legal Centre** Ph: 6247 2177

Provides free legal advice, information advocacy : private and public tenancy, Centrelink benefits and legal aid appeals for people on low incomes. Night time legal advice service providing advice on all areas of law including unemployment, disability, discrimination, legal service and tenants advice service.

*Hours:* Mon-Tues-Thurs-Fri: 9:30am to 1pm (tenancy, Centrelink), .

*Location:* Havelock House, Gould St, Turner. [www.welfarerightsact.org](http://www.welfarerightsact.org)

*Phone:* 6247 2177

For more information about the services listed in this brochure or any of the other services that we offer, please contact us:

Citizens Advice Bureau ACT  
02 6248 7988

Rm G.02 Griffin Centre Genge St, Canberra City ACT  
[info@citizensadvice.org.au](mailto:info@citizensadvice.org.au)



# Citizens Advice Bureau ACT

Phone: 6248 - 7988



## COMPLAINTS RESOLUTION SERVICES

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### **ACT & Commonwealth Ombudsman**

Takes complaints about administrative actions or decisions made by ACT and Commonwealth Government departments or bodies. An independent, confidential and impartial body with recommendation powers if complaints are found to be justified.

*Location:* Lvl 6 Farrell Pl, Canberra City

*Hours:* Mon to Fri 8:30am to 5pm.

*Phone:* 1300 362 072

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

### **ACT Health Services Commissioner — Complaints**

Handles complaints regarding the provision of health and community services within the ACT.

*Hours:* Mon to Fri 9am to 5pm

*Location:* Lvl 4, 12 Moore St Canberra City

*Phone:* 02 6205 2222

[www.healthcomplaints.act.gov.au](http://www.healthcomplaints.act.gov.au)

### **ACT Human Rights Commission**

Fair & accessible process dealing with complaints about discrimination, health services & services for people with a disability & their carers.

*Hours:* Mon to Fri 9am to 5pm.

*Location:* Lvl 4, 12 Moore St, Canberra City

*Phone:* 02 6205 2222

[www.hrc.act.gov.au](http://www.hrc.act.gov.au)

### **ACT Office of Fair Trading**

Provides information and assistance in areas such as tenancy, motor vehicle purchases and repair, credit, lay-by and refunds.

Advises the Minister and the Director of Consumer Affairs.

*Hours:* Mon to Fri 8:30am to 4.30pm.

*Location:* 255 Canberra Ave, Fyshwick

*Phone:* 02 6207 0400

[www.fairtrading.act.gov.au](http://www.fairtrading.act.gov.au)

### **Banking and Financial Services Ombudsman Ltd**

Provides an independent dispute resolution service for customers.

*Hours:* Mon to Fri 9am to 5pm

*Phone:* 1300 780 808

[www.fos.org.au](http://www.fos.org.au)

### **Consumer Law Centre of the ACT**

Free independent community Legal centre. Provides legal assistance & advice to disadvantaged consumers in area of consumer credit, telecommunications & utilities as well as general Fair Trading & consumer protection, raising awareness & understanding of consumer rights, improving legal protection for consumers.

*Hours: Phone for appointment* Mon to Fri between 9am & 12 noon

*Location:* Shop 16, 1st Floor Waldorf Apartments, 2 Akuna St City

*Phone:* 02 62571788

[www.carefcs.org](http://www.carefcs.org)

### **Housing ACT Complaints Helpline**

Helps public housing clients to register complaints and provides general assistance.

*Hours:* Mon to Fri 9am to 5pm

*Phone:* 02 6207 1515

[www.dhcs.act.gov.au](http://www.dhcs.act.gov.au)

### **Private Health Insurance Ombudsman**

Independent body dealing with inquiries and complaints on any aspect of private health insurance.

*Hours:* Mon to Fri 9am to 4:30pm

*Phone:* 1800 640 695

[www.phio.org.au](http://www.phio.org.au)

### **Residential Tenancies Tribunal / ACT Civil & Administrative Tribunal ACAT**

Hears and determines disputes between residential landlords and tenants. ACAT: Lvl 4 / 1 Moore St Canberra city.

*Hours:* Mon to Fri 9am to 5pm

*Phone:* 02 6207 1740

[www.acat.act.gov.au](http://www.acat.act.gov.au)