

# Your Right to be Heard

A guide to getting help to make  
a complaint and protect your  
rights in South Australia



## Championing the rights of young people

**The Guardian for Children and Young People** advocates for the rights and best interests of children and young people under the guardianship of the Minister for Families and Communities. The Guardian monitors what happens to children and young people in out-of-home care. The Guardian also works with government and non-government agencies to address issues, reports on areas of concern and provides independent advice to the Minister.

[www.gcyp.sa.gov.au](http://www.gcyp.sa.gov.au)

08 8226 8570

## Consumer rights

**The Commissioner for Consumer Affairs** monitors business activities that affect consumers and investigates practices that may adversely affect consumer interests. The Commissioner also enforces fair-trading legislation, licences businesses and provides guidelines to traders.

[www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

131 882

## Discrimination

**The Commissioner for Equal Opportunity** provides information and training on equal opportunity and discrimination, in addition to receiving discrimination complaints. The Commissioner acts as an impartial third party in the handling of complaints and uses conciliation to try and resolve these. The aim is to bring people together to try to resolve the complaint. If a complaint cannot be resolved, it may be referred to the Equal Opportunity Tribunal.

[www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

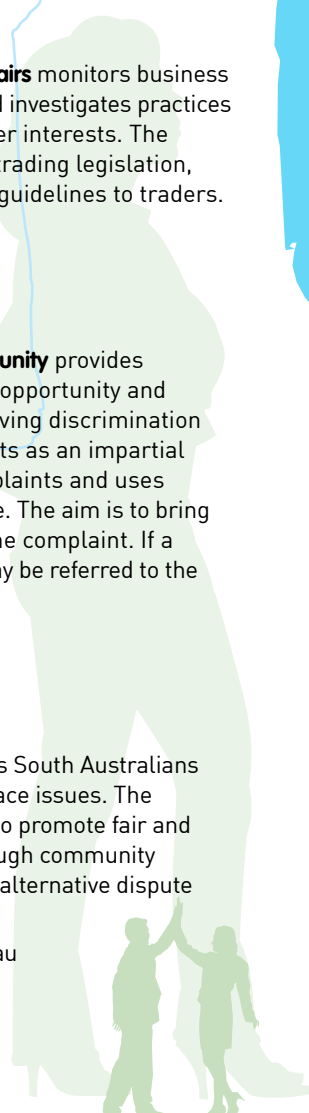
08 8207 1977

## Employment

**The Employee Ombudsman** provides South Australians with advice and support on workplace issues. The Employee Ombudsman continues to promote fair and equitable workplace relations through community liaison, research and promotion of alternative dispute resolution practices.

[www.employeeombudsman.sa.gov.au](http://www.employeeombudsman.sa.gov.au)

08 8207 1970



## Government departments and local councils

**The South Australian Ombudsman** is a completely independent officer who has comprehensive power to:

- investigate complaints brought to him about government departments and authorities, and local government councils, under the Ombudsman Act
- review decisions made about the supply of public information in accordance with the *Freedom of Information Act*
- receive information confidentially from a person who wishes to inform about possible improper or illegal actions in State or local government

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

08 8226 8699

## Healthcare and community

### **The Health and Community Services Complaints**

**Commissioner** helps people, carers and service providers resolve complaints about most health and community services in South Australia, when a direct approach to the service provider is either unreasonable, or has not succeeded.

[www.hcscs.sa.gov.au](http://www.hcscs.sa.gov.au)

08 8226 8666

1800 232 007 (SA regional)

## Mentally vulnerable

**The Public Advocate** was set up to promote and protect the rights of people with mental incapacity in South Australia. They provide an information service for matters relating to *Guardianship & Administration Act 1933*, *Mental Health Act 2009* and Advance directives. The Public Advocate is also appointed as guardians of last resort for people in the state whom have a mental incapacity.

[www.opa.sa.gov.au](http://www.opa.sa.gov.au)

08 8342 8200

## Police

**The Police Complaints Authority (PCA)** is independent of South Australian Police and accepts complaints against Police officers and other employees of the South Australian Police (SAPOL).

The PCA has independent oversight of investigations into such complaints. The PCA works toward instilling greater public confidence in SAPOL and its members.

[www.pca.sa.gov.au/PCAMain.htm](http://www.pca.sa.gov.au/PCAMain.htm)

08 8226 8677



## Rental property

**The Commissioner for Consumer Affairs** is responsible for providing advice and assistance to tenants and landlords regarding their rights and obligations. Tenancy Officers can also provide assistance with dispute resolution and may attempt to negotiate or conciliate disputes that may arise. Disputes that are unable to be settled can be taken to the Residential Tenancies Tribunal.

[www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

**131 882**

## Training and education

**The Training Advocate** helps people with questions or concerns about the training system. This includes vocational education and training, apprenticeships and traineeships, international education, higher education and adult community education. The Training Advocate provides information, advice and advocacy, investigates complaints and monitors the training system.

[www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

**1800 006 488**

## Victims of crime

**The Commissioner for Victims' Rights** assists crime victims in their dealings with police, prosecution, courts, corrections and other public agencies. The Commissioner also advises government on how to help crime victims and consults public officials and public agencies on their treatment of victims. The Commissioner monitors the effects of law and practices on victims and can represent victims in certain criminal proceedings.

[www.voc.sa.gov.au](http://www.voc.sa.gov.au)

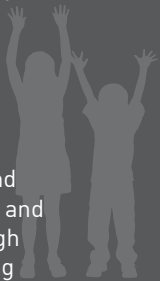
**08 8204 9635**

## WorkCover

**The WorkCover Ombudsman** supports the fair and effective operation of the workers rehabilitation and compensation scheme in South Australia through receiving and investigating complaints, reviewing decisions to stop weekly payments, assisting employers to develop their own complaint handling processes and recommending improvements to the scheme.

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

**08 8463 6593**







**Government of  
South Australia**

© 2011. Agencies mentioned in this document are headed by independent statutory office holders which for administrative purposes, fall either within or external to the State Government. The agencies listed in this brochure provide advice independent of government.

