



**YOUR
STORY
MATTERS**

Got a problem with an Australian Government service such as Centrelink, Child Support or Australia Post?

We help people sort out problems with Government. You can tell us about anything that seems wrong or unfair.

We will listen to your story. If we can't help, we'll find out who can. We don't take sides. Our services are free and confidential.

**You can reach us by phone on our dedicated
Indigenous number **1800 060 789**, or tell
us your story by lodging an online complaint
at [ombudsman.gov.au](https://www.ombudsman.gov.au)**



COMMONWEALTH
OMBUDSMAN





It's a good idea to tell us you are Aboriginal or Torres Strait Islander so we can give you the best possible support.

We will use interpreters to help us understand each other. You can make a complaint yourself, with help from someone else, or by asking someone else to do it for you.

1. You contact us to tell us your story

2. We check if we can help you

3. If we think **we can help** we'll ask you and the agency for information to work out if what happened was right or fair, and if we can fix any problems we find. We don't take sides, and will listen to you and the agency.

If **we can't help** you, we'll find out who can.

4. We'll then tell you what we are able to do about the problem.

