

# Updated Complaints Resolution Info Guide (due to COVID-19)

**This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone, email and our website.**

**Info Line 02 6248 7988 (9am-5pm, Monday-Friday)**

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

**Visit [www.communityinfohub.org.au](http://www.communityinfohub.org.au)** to find more community services in the Canberra Region.

\*\* Please note that during the COVID-19 pandemic all services are subject to change with late notice.

\*\* All information in this document is current as of *Thursday 9<sup>th</sup> April 2020*. This guide will be updated regularly to reflect changes in services.

## **ACT & Commonwealth Ombudsman**

**1300 362 072, Mon-Fri 9am-5pm**

Takes complaints about administrative actions or decisions made by ACT and Federal Government departments or bodies. An independent, confidential and impartial body with recommendation powers if complaints are found to be justified. **Phone and online enquiries only.** Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## **ACT Human Rights Commission**

**02 6205 2222, Mon-Fri 9am-5pm**

Fair and accessible process dealing with complaints in relation to health, disability and community services, and complaints under discrimination law. **Enquiries via phone or email only.** Website: [www.hrc.act.gov.au](http://www.hrc.act.gov.au)

## **Fair Trading: Access Canberra**

**13 22 81, Mon-Fri 9am-5pm**

Assists and protects community through the administration of fair-trading legislation and registration and compliance of business in specific industries. This is the first point of contact for consumers and business wanting advice about consumer transactions. **Phone and online enquiries only.** Note: Access Canberra has set up a dedicated quiet period between 9am and 11am, to support vulnerable Canberrans and those with English as a second language who many not have access to online services or who need assistance to do so. Website: [www.accesscanberra.act.gov.au/app/home/fairtrading](http://www.accesscanberra.act.gov.au/app/home/fairtrading)

## **Canberra Community Law**

**02 6218 7900, Mon, Tues, Thu, Fri: 9:30am-1pm**

Free legal advice information and advocacy to disadvantaged and vulnerable people: housing and social security law, night-time legal advice service, disability discrimination law, Street Law for Homeless. **Phone and online enquiries only.** Website: [www.canberracommunitylaw.org.au](http://www.canberracommunitylaw.org.au)

### **Consumer Law Centre**

**02 6143 0044, Mon-Fri 9am-5pm. Email: [clc.admin@carefcs.org](mailto:clc.admin@carefcs.org)**

Free independent community legal centre. Provides legal assistance and advice to disadvantaged consumers in area of consumer credit, telecommunications and utilities as well as general Fair Trading and consumer protection, raising awareness and understanding of consumer rights, improving legal protection for consumers. **Appointments via phone or online only.** Website: [www.carefcs.org](http://www.carefcs.org)

### **Australian Competition and Consumer Commission (ACCC)**

**1300 302 502, Mon-Fri 8:30am-5:30pm**

Takes complaints about consumer rights and guarantees. This includes your rights to a repair, replacement or refund as well as compensation for damages and loss and being able to cancel a faulty service. Online forms are available for COVID-19 related enquiries. **Phone and online enquiries only.** Website: [www.accc.gov.au](http://www.accc.gov.au)

### **Fair Work Commission**

**1300 799 675, Mon-Fri 9am-5pm**

The Commission is Australia's national workplace relations tribunal. It was established by the Fair Work Act 2009 and is responsible for administering the provisions of the Fair Work ACT. **Counters are closed, phone and online enquiries only.** Website: <https://www.fwc.gov.au/>

- **Urgent Applications**

Urgent applications, such as application to vary enterprise agreements or other instruments to deal with the consequences of COVID-19, can be sent to: [COVID19Applications@fwc.gov.au](mailto:COVID19Applications@fwc.gov.au)

### **Fair Work Ombudsman**

**13 13 94, Mon-Fri 8am-5:30pm**

Provides advice and helps understanding of workplace rights and responsibilities. Enforce compliance with Australia's workplace laws. **Phone and online enquiries only.** Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

- **Coronavirus Enquiries**

To find out about your workplace entitlements and obligations if you're affected by the outbreak of COVID-19, visit: <https://coronavirus.fairwork.gov.au/>

### **The Australian Financial Complaints Authority (ACFA)**

**1800 931 678, Mon-Fri 9am-5pm**

Provides an independent dispute resolution service for customers. **Phone and online enquiries only.** Website: [www.afca.org.au](http://www.afca.org.au)

- **Significant Event Hotline**

**1800 337 444**

ACFA may be able to offer support and information to individuals financially impacted by the ongoing coronavirus outbreak (COVID-19). This significant event support hotline has been established for those impacted by the COVID-19 pandemic.

### **Housing ACT Complaints and Information Management Unit**

**02 6207 1515, Mon-Fri 9am-5pm**

Helps public to register complaints and to access information regarding public housing. Also provides general assistance. **Enquiries via phone or email only.** Email: [Housing.CustomerService@act.gov.au](mailto:Housing.CustomerService@act.gov.au)  
Website: [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

### **Private Health Insurance Ombudsman**

**1300 362 072, Mon-Fri 9am-5pm**

Independent body dealing with inquiries and complaints on any aspect of private health insurance. **Phone and online enquiries only.** Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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

**02 6207 1740, Mon-Fri 9am-4:30pm**

Hears and determines disputes between residential landlords and tenants. **All contact is via phone call or video conferencing.** There will be limits to what new listings are available until October 2020. Services are likely to run more slowly in the coming months.  
Website: [www.acat.act.gov.au](http://www.acat.act.gov.au) Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

### **Telecommunications Industry Ombudsman**

**1800 062 058, Mon-Fri 9am-5:30pm**

Provides a free and independent dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. **Phone and online enquiries only.**  
Website: [www.tio.com.au](http://www.tio.com.au)