

Solving problems right at home!



OCV
Official Community Visitors



**You have rights,
the law says so!**

- **Right to have respect**
- **Right to be safe and well**
- **Right to privacy**
- **Right to have a say**



If you think something is wrong,
or something makes you upset or angry,
or you are being treated unfairly –
this is a problem!

Some problems are small
and others are bigger...

Food



Money worries



Safety



But most problems can be solved.
You might just need some information or help.



**You can get help to sort out problems
– from a friend or someone you trust.**

When you get to have your say and try to sort out a problem – sometimes it is called a complaint.

It may be hard to ask for help and make a complaint, but you have a right to complain without being treated unfairly.



Official Community Visitors can also help.

They will come to your
place and will listen to
you about your problems.

Their job is to help
sort things out!

Your visitor's name is:

.....

Having a say
is **OK!**
Complaints
are **OK!**





Having a say is OK!
Complaints are OK!

Remember it's your right to



- **have a say**
- **be listened to**
- **try to sort out the problem**
- **make a complaint**

If you are still unhappy you can call us at the Ageing and Disability Commission for help, or get someone to help you call

Official Community Visitor scheme

 **02 9407 1831**

Email: OCV@adc.nsw.gov.au



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