General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you to have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA (EOC), it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Office of the Information Commissioner WA

In this factsheet, we introduce the Office of the Information Commissioner WA ('**OIC**'). We explain when you can complain to the OIC, ask the OIC to externally review a freedom of information decision, or raise a concern about OIC's own service or conduct.

The OIC is led by the Information Commissioner, an independent statutory office established under the Information Commissioner Act 2024 (WA). The Commissioner has functions under the Freedom of Information Act 1992 (WA), the Privacy and Responsible Information Sharing Act 2024 (WA) and the Information Commissioner Act 2024 (WA).

For freedom of information matters, the OIC provides independent external review of certain decisions made by WA agencies about access to documents or amendment of personal information. An application for external review under the FOI Act is called a complaint.

The OIC can also receive complaints about OIC's own actions, services or officer conduct. This is separate from asking the OIC to review a WA agency's FOI decision.

From 1 July 2026, the OIC will be able to receive privacy complaints about IPP entities under the PRIS Act, if the relevant act or practice occurred on or after that date. Before 1 July 2026, privacy concerns should be raised directly with the relevant IPP entity.

Legislation and Key Terms

Relevant Legislation:

- *Freedom of Information Act 1992* (WA) (**FOI Act**)
- *Freedom of Information Regulations 1993* (WA) (**FOI Regulations**)
- *Information Commissioner Act 2024* (WA) (**IC Act**)
- *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**)

Key terms:

Agency: For FOI matters, an agency generally means a WA Minister, public body or public office covered by the FOI Act. This can include WA government departments, local governments and other WA public bodies.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint.

External review: External review means review by the OIC of an eligible WA agency FOI decision after internal review, or where internal review is not available.

FOI: Freedom of Information gives the public a right to access WA government documents, subject to limits, and provides a process for amending personal information in WA government documents.

IPP entity: From the commencement of the relevant PRIS provisions, IPP entities include WA government agencies, departments, statutory authorities, local governments, Ministers, Parliamentary Secretaries, government trading enterprises and some contracted service providers to government.

Privacy complaint: From 1 July 2026, a privacy complaint can be made to the OIC about an act or practice of an IPP entity that may interfere with your privacy, usually after you first complain to the IPP entity.

Third party: In FOI matters, you may be a third party if someone else has applied for documents containing personal information about you, or commercial or business information about you or your business.

Step 1: What type of Complaints can be made to this body?

The OIC can receive complaints about certain WA freedom of information decisions, complaints about its own service or officer conduct, and, from 1 July 2026, privacy complaints about certain WA public-sector bodies and other IPP entities. This includes:	
Sub-category	**Example**
External review of a WA agency's FOI access decision *Freedom of Information Act 1992 (WA)* s 65(1)	**You should make a complaint to the OIC if you disagree with a WA agency's FOI access decision.** This can include a decision to refuse access, give you only an edited copy, refuse to deal with your application, defer access, give access in a different way, require access to certain medical or psychiatric information through a nominated qualified person, or impose a charge or deposit. This pathway is for review of an agency's FOI decision. It is not the same as making the original FOI application to the agency. *Examples:* • *Maya applied to a WA public hospital for records about her treatment. The hospital gave her an edited copy with large sections removed. After review by the hospital, Maya still disagrees with the redactions and asks the OIC to review the decision.* • *Ravi applied to a local council for emails about a building compliance issue involving his property. The council said the documents could not be found or did not exist. Ravi believes the council did not do a reasonable search and asks the OIC to review the decision.* • *Aisha applied to a WA government department for documents about her public housing application. The department required a deposit that she thinks is unreasonable, so she asks the OIC to review the charge decision.* • *Daniel applied for records containing medical information about himself. The agency said the information would only be provided through a suitably qualified person nominated by Daniel. Daniel disagrees and asks the OIC to review that decision.*
External review of a refusal to amend personal information *Freedom of Information Act 1992 (WA)* ss 45 and 65(3)	**You should make a complaint to the OIC if you applied to a WA agency to amend personal information about you in government documents and the agency refused to amend it.** **You should also make a complaint if the agency refused to add a notation or attachment explaining your disagreement with the information.** *Examples:* • *Noah asked a WA government department to correct a file note saying he missed an appointment, because he says the appointment was cancelled by the department. The department refused to amend the record, so Noah asks the OIC to review the decision.*

	• *Priya asked a public university to update an old student record that listed the wrong completion date for her course. The university refused to change the record or add a note explaining her disagreement, so Priya asks the OIC to review the decision.*
Third-party objection to release of your personal, commercial or business information *Freedom of Information Act 1992 (WA)* ss 32, 33, 34, 39 and 65	**You should make a complaint to the OIC if someone else has made an FOI application for documents that contain personal information about you, or commercial or business information about you or your business, and the agency decides to release that information despite your objection.** You do not have a general veto over release. The pathway is for review of the agency's decision to release information covered by the FOI third-party rules. *Examples:* • *Linh is told by a WA agency that someone has applied for documents containing personal information about her. Linh objects to release, but the agency decides to give access anyway. After internal review, Linh asks the OIC to review the decision before the documents are released.* • *Betty runs a small construction business. A journalist applies to a WA agency for documents about a government contract involving Betty's company. The documents include pricing and project methodology. Betty objects, but the agency decides to release the information. Betty asks the OIC to review the decision.*
Complaint about OIC service, actions or officer conduct	**You should make a complaint to the OIC if your concern is about the quality of OIC's service, the actions or services of the OIC, or the associated conduct of the Information Commissioner or OIC officers.** This is not the right pathway if you simply disagree with an OIC FOI decision and the FOI Act gives you appeal rights. *Examples:* • *Sam is dealing with the OIC during an external review. Sam repeatedly gives OIC their updated contact details, but important letters keep being sent to the wrong address. Sam makes a service complaint about how the matter is being handled.* • *Nadia asks OIC for a reasonable communication adjustment during her matter because of a disability. The adjustment is not considered or responded to, so Nadia makes a complaint about OIC's service.* • *George receives rude and dismissive emails from an OIC officer while asking procedural questions about his external review. George makes a complaint about the officer's conduct.*
Privacy complaint about interference with privacy under the	From commencement of the privacy complaint provisions, **you should make a privacy complaint to the OIC if you believe a WA IPP entity has handled your personal information in a way that may interfere with your privacy.**

PRIS Act — from commencement only *Privacy and Responsible Information Sharing Act 2024 (WA)* s 82	This pathway is not live before commencement. OIC guidance says the Government has stated that the privacy complaint provisions will commence on 1 July 2026. *Examples:* • *Talia complains to a WA local council after council staff disclose her personal information to someone who was not involved in her matter. The council does not resolve the issue. After the privacy complaint pathway commences, Talia complains to the OIC.* • *Joel complains to a WA government department after documents containing his health information are sent to the wrong person. The department does not resolve the issue. After the privacy complaint pathway commences, Joel complains to the OIC.* • *Amira complains to a WA statutory authority after it collects more personal information than she thinks was needed for the service she requested. The authority does not resolve the issue. After the privacy complaint pathway commences, Amira complains to the OIC.*

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	The OIC is a Western Australian body. Its current functions include freedom of information functions under the FOI Act and privacy oversight functions under the Information Commissioner Act. The PRIS privacy complaint pathway is not live until 1 July 2026.
Geographical Scope	The FOI pathway is limited to WA agencies and WA government documents. It does not cover Commonwealth agencies, other state or territory agencies, or private organisations under Commonwealth privacy law.
Time Limitations	• **FOI time limits:** If you are the access applicant or amendment applicant, you must usually apply to the OIC within 60 days after being given written notice of the agency's decision. If you are a third party objecting to disclosure, you must usually apply within 30 days after being given written notice of the agency's decision. The Information Commissioner may allow a late complaint after those periods. • **OIC service complaint timing:** There is no verified fixed statutory time limit for complaints about OIC service, actions or officer conduct. You should raise the issue as soon as practical because delay may affect what can be checked or resolved. • **PRIS privacy complaint timing:** From 1 July 2026, the OIC may decline to deal with a privacy complaint if it considers the complaint was made more than 12 months after you became aware of the act or practice.

Exclusions	The OIC does not: • Handle original FOI access applications. Those are made to the agency that holds the documents. The OIC reviews eligible FOI decisions after the agency process. • Deal with Commonwealth FOI complaints or Commonwealth/private-sector privacy complaints. Those are OAIC pathways. • Use its service complaint process to change an OIC FOI decision where the FOI Act gives appeal rights.
Exercise of discretion	The OIC may decide not to deal with, or stop dealing with, an FOI complaint if it is outside the Commissioner's power, frivolous, vexatious, misconceived or lacking in substance. From 1 July 2026, the OIC may decline to deal with a PRIS privacy complaint if you did not first complain to the respondent, if the respondent has not had enough time or is dealing with it adequately, if the act/practice is not an interference with privacy, if the complaint is late, withdrawn previously, frivolous, vexatious, misconceived, lacking substance, already the subject of another application/complaint, or adequately dealt with under another written law.

Step 3: Who can you make a complaint against?

Respondent	Description
WA agencies, Ministers and covered public bodies	For FOI external review, the respondent is the WA agency, Minister, public body or public office that made the FOI access or amendment decision. This can include WA government departments, public hospitals, public universities, State government authorities, Ministers and local governments.
WA agency that decided to release third-party information	For third-party FOI complaints, the respondent is still the WA agency that decided to release the information. The access applicant is involved in the review, but they are not the agency respondent.
OIC, Information Commissioner and OIC officers	For OIC service complaints, the respondent is the OIC, the Information Commissioner or another OIC officer whose actions, services or associated conduct are the subject of the complaint.
IPP entities — from PRIS commencement only	From 1 July 2026, a PRIS privacy complaint can be made about an IPP entity. IPP entities include WA Ministers, Parliamentary Secretaries, public entities and contracted service providers to government. Public entities include WA government agencies/departments, WA Police Force, statutory authorities, local governments and government trading enterprises.
Exclusions	FOI WA won't deal with: • **FOI exempt agencies:** FOI external review does not apply where the underlying FOI application could not validly be made

	because the body is an exempt agency under the FOI Act. Exempt agencies include listed parliamentary bodies, the Governor and the Governor's establishment, Royal Commissions and other listed bodies. • **Non-WA and private-sector bodies:** The OIC FOI pathway does not apply to Commonwealth agencies, other state or territory agencies, or private organisations. Future PRIS privacy coverage may include contracted service providers to WA government, but that is commencement-dependent and must not be treated as current before 1 July 2026.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	• **External review complaints:** You can make an FOI external review complaint if you are the access applicant, the applicant for amendment of personal information, or a third party objecting to disclosure of your personal, commercial or business information. • **OIC service complaints:** You can make an OIC service complaint if you are dissatisfied with OIC's actions, services or officer conduct and you expect or need a response or resolution. • **PRIS privacy complaints:** From 1 July 2026, an individual can make a privacy complaint to the OIC about an act or practice of an IPP entity that may interfere with that individual's privacy.
Pre-requisite steps	• **FOI:** If internal review is available, you usually need to apply to the agency for internal review and complete that process before going to the OIC. Internal review is not available if the initial decision was made by the agency's principal officer or a Minister. The Commissioner can allow a complaint even if internal review has not been applied for or completed if you show cause. • **OIC service:** You are encouraged to try to resolve an OIC service issue informally with the OIC officer concerned before making a formal written complaint. • **PRIS:** From 1 July 2026, you will usually need to complain to the IPP entity first before making a privacy complaint to the OIC.
Can complaints be made on behalf of someone?	• **FOI:** The OIC external review form allows you to identify an agent or solicitor if you are represented. The External Review Procedure says if you cannot participate because of other commitments, you need to ensure someone else is authorised to act for you or explain why you are unavailable.

	• **PRIS:** From PRIS commencement, privacy complaints can be made on behalf of two or more individuals, by or on behalf of a child, and on behalf of an adult who is incapable of making the complaint because of disability.
Exclusions	You **cannot use the OIC service complaint process** simply because you disagree with the outcome of an OIC FOI external review decision where the FOI Act gives appeal rights. From 1 July 2026, the OIC **may decline to deal with a PRIS privacy complaint** for the reasons listed in *PRIS Act* s 90, including where the matter has not first been raised with the respondent, is late, is frivolous, vexatious, misconceived or lacking substance, or is already being handled under another written law.

Step 5: What remedies are available at this body?

Power	Description
Informal resolution or conciliated outcome — FOI	The OIC can try to resolve an FOI external review informally or by conciliation. This may lead to practical outcomes such as agreement about the form of access, charges, the documents required, another way to provide information, or discretionary release by the agency.
Formal FOI decision	If the FOI external review is not resolved informally or by conciliation, the OIC can make a formal decision that confirms, varies or sets aside the agency's decision.
Agency gives effect to FOI decision	If the OIC's FOI decision requires access or amendment, the agency is responsible for giving effect to the decision. The OIC does not itself give you the documents.
Decision not to deal or stop dealing — FOI	The OIC may decide not to deal with, or stop dealing with, an FOI complaint if it is outside power, frivolous, vexatious, misconceived or lacking in substance.
OIC service complaint response	For a formal OIC service complaint, the OIC will assess the complaint and decide what action is necessary. It aims to acknowledge the complaint within five business days and respond in writing within 20 working days with the outcome.
Referral of reportable OIC service/ misconduct issues	If an OIC service complaint raises an issue that must be reported, such as possible misconduct, the OIC may notify you that the issue has been referred to another body. This is not a personal FOI remedy and does not change an FOI external review decision.
Conciliation agreement — PRIS from commencement only	From 1 July 2026, a PRIS privacy complaint may be resolved by agreement, including through conciliation. The Commissioner may make orders to give effect to a conciliation agreement with the written consent of the parties.

PRIS orders	From 1 July 2026, if the Commissioner determines that there has been an interference with privacy, the Commissioner may order the respondent to stop or not repeat the conduct, take reasonable action to redress loss or damage, pay compensation up to $75,000, or decide that no further action is appropriate.
Additional information you need to know	For FOI external review, the OIC **does not award compensation, damages or apologies** as FOI remedies. The main FOI outcomes are resolution by agreement or a decision about the agency's FOI access/amendment decision.

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	• **FOI external review:** Your FOI external review complaint must be in writing and given to the Information Commissioner. You can use the OIC Application for External Review form or provide a written complaint with the required information. • **OIC service complaint:** A formal OIC service complaint must be in writing. Email is sufficient. • **PRIS privacy complaint:** From 1 July 2026, a PRIS privacy complaint must be in writing, state the IPP entity respondent, give details of the act or practice, give details of any prior complaint to the respondent and response, and give an Australian address for notices.
Personal Details	**FOI external review:** Include your full name, contact details and an Australian address for service of notices.
Respondent's Details	**FOI external review:** If someone is representing you, include the name of your agent or solicitor. Identify the WA agency that made the decision and the date of the agency's decision.
Relevant Facts	• **FOI external review:** Explain which part of the agency's decision you want reviewed and why you do not accept the decision. Attach the agency's latest notice of decision. This will usually be the internal review decision, unless internal review was not available. Attach copies of the agency's latest decision and any other relevant correspondence. • **OIC service complaint:** Briefly explain your concerns and include enough information for the OIC to assess your complaint. Describe what happened, when it happened, who was involved and anything else relevant. Explain what action you have already taken, such as trying to resolve the issue informally, and what you would like to happen. Include copies of relevant correspondence.

What NOT to include	**FOI external review:** Do not rely on broad disagreement alone. Give enough detail to show the decision you want reviewed and why. The OIC can decide not to deal with a complaint that is outside jurisdiction, frivolous, vexatious, misconceived or lacking in substance.
Additional information you need to know	For FOI external review, keep your contact details current. If you do not respond to communications within the timeframe set by the OIC, the Commissioner may proceed on the basis that you no longer wish to proceed and close the file.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	• **FOI external review:** Download the OIC Application for External Review form, or prepare a written complaint with the required information. The verified postal address for sending the form or written complaint is: Information Commissioner, Albert Facey House, 469 Wellington Street, Perth WA 6000. • **OIC service complaint:** A formal OIC service complaint can be sent by: ○ **Email:** info@oic.wa.gov.au with the subject line "Private and Confidential – Complaint" ○ **Mail:** marked "Private and Confidential" to: Information Commissioner, Office of the Information Commissioner, Albert Facey House, 469 Wellington Street, Perth WA 6000. • **PRIS privacy complaint:** Before 1 July 2026, privacy concerns should be made directly to the IPP entity. After 1 July 2026, a privacy complaint will usually need to be made to the IPP entity first before it is made to the Information Commissioner. No live OIC privacy complaint form or lodgement channel is verified for publication before commencement.
FOI contact details	For questions about the FOI process, contact OIC on (08) 6551 7888, 1800 621 244 for WA country callers, or info@oic.wa.gov.au.
FOI next steps	When a valid application for **FOI external review** is made, the OIC notifies the parties in writing. The OIC may require the agency to provide further information if the agency's notice of decision does not comply with the FOI Act or lacks sufficient reasons. The OIC will usually require the agency to provide the disputed documents and the agency's FOI file.

FOI investigation and conciliation	The OIC usually makes preliminary inquiries to see if the matter can be resolved by conciliation. The OIC may hold meetings with the parties separately or together, and parties may be required to attend a compulsory conciliation conference.
FOI finalisation	If any issues remain in dispute, the OIC will formally determine the issues, inform the parties in writing of the final decision and reasons, and publish decisions in full, abbreviated, summary or note form.
OIC service complaint next steps	A formal OIC service complaint will be dealt with by the Commissioner or delegate. The OIC aims to acknowledge the complaint within five business days, assess it, decide what action is necessary and respond in writing within 20 working days.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

NOTE: If you are considering a Supreme Court appeal, SAT review, or any legal proceeding, you should seek legal advice because time limits and legal grounds may apply.

FOI	
Avenue	**Description**
No internal review of OIC decision	There is no ordinary internal review by the OIC of an OIC external review decision. If you disagree with an OIC FOI decision, you may need legal advice about whether a Supreme Court appeal is available.
Supreme Court appeal on a question of law	If you are unhappy with an OIC FOI external review decision, you may need legal advice about whether you can appeal to the Supreme Court of Western Australia. This is limited to a question of law and is not a full merits review. There is no Supreme Court appeal for OIC decisions about deferral of access, charges or payment of a deposit. The current filing period to lodge an appeal with the Supreme Court of Western Australia is within 21 days after the date of the Information Commissioner's decision.
Appeal limits	There is no appeal under FOI Act s 85(1) for OIC decisions about deferral of access, charges imposed for dealing with an access application, or payment of a deposit. There is also no appeal under s 85(4) for amendment matters about whether the OIC will deal with a complaint or other decisions not mentioned in s 85(4).
OIC service complaint	
Avenue	**Description**
Misconduct pathway	If your concern is misconduct by an OIC officer, you can report it to the appropriate body. OIC's procedure identifies the Public Sector Commission for minor misconduct and the Corruption and Crime Commission for serious misconduct.

PRIS	
Avenue	**Description**
SAT review of declined complaint	From PRIS commencement, if the OIC gives notice that it has declined to deal with a privacy complaint, or declined to continue dealing with it, the complainant may apply to SAT for review of that decision.
SAT review of determination	From PRIS commencement, the complainant or respondent may apply to SAT for review of a privacy complaint determination made by the Information Commissioner.
Referral to another body	From PRIS commencement, the OIC may refer certain privacy complaints to another authority, including OAIC, Ombudsman WA, HaDSCO or an approved scheme ombudsman, where the statutory referral conditions are met.

Step 9: Other bodies that handle FOI, privacy, information and related complaints

Complaint body	**Description**
Australian Human Rights Commission	The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference, the AHRC may be able to help. There are also State Government discrimination complaint bodies who may also be able to assist.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner (OAIC) can handle complaints about how personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions made by Australian Government agencies and ministers. It is generally not the right body for WA agency FOI external review, which is handled by the WA OIC.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector. It is usually not the right body for corruption concerns involving WA public sector agencies. State Government corruption bodies may also be relevant.
State Administrative Tribunal	From PRIS commencement, SAT may review certain PRIS privacy complaint decline decisions and determinations. This is not part of the current FOI external review pathway.

Public Sector Commission / Corruption and Crime Commission	Misconduct concerns about OIC officers may need to go to the appropriate misconduct body. This is separate from an FOI external review or an OIC service complaint outcome.
Ombudsman Western Australia	The Ombudsman may be relevant for broader administrative conduct complaints about WA public authorities, but not for reviewing OIC FOI external review decisions.

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
OIC	Telephone: (08) 6551 7888 1800 621 244 (free call for WA country callers) Fax: (08) 6551 7889 Email: info@oic.wa.gov.au Website: www.oic.wa.gov.au	The OIC has an advisory service if you have questions about the FOI process.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

Resource	How this helps
Is FOI my best option?	This resource sets out alternative avenues to the FOI process.
What happens in an external review?	Guidance from the OIC on the process involved when you make a complaint and apply for an external review.
What documents can you ask for?	Guidance from the OIC on the types of documents and information you can request from WA agencies.
How to access Government documents	Information from the OIC on steps to take to access government documents and information.
Legal Aid WA	Free Infoline and Legal Yarn (First Nations callers) information hotlines.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.