

Accessibility

Our commitment to accessibility

Our services are available to all people and we are committed to ensuring that we are accessible to everyone.

Need extra help with a complaint?

We understand some people may face barriers when trying to resolve a complaint. In most cases, we ask you to complain to the agency and give them a chance to fix the problem through their complaint handling process.

If you think you need extra help to work through the complaint process, please tell us.

For example, we may be able to help in different ways if you:

- identify as an Aboriginal and/or Torres Strait Islander
- are under 18 years old
- have an intellectual impairment
- need help with reading or writing
- are experiencing domestic violence
- are an asylum seeker or refugee.

Translating and Interpreting Service

Do you need an interpreter to talk with us? If you need help in your own language, contact the Translating and Interpreting Service (TIS) on 131 450 and tell them:

- the language you speak
- our name - Queensland Ombudsman
- our telephone number - 3005 7000

TIS will arrange an interpreter so you can talk with us. This service is free to you. For more information, visit the [TIS website](#).

Writing to us

You can [write](#) your complaint in your own language. We will arrange a translation of your complaint and respond to you in your requested language. This service is free to you.

National Relay Service

The National Relay Service (NRS) is a free phone service for people who are deaf or have a hearing or speech impairment. To contact us using the NRS, choose a contact method from the following list and provide our phone number when asked (3005 7000):

- [Make an Internet relay call](#)
- [Make a captioned relay call](#)
- Speak and Listen number 1300 555 727
- TTY number 133 677
- SMS relay number 0423 677 767

For more information, visit the [NRS website](#).

- If you are a carer, legal guardian, or acting on behalf of someone else, we can accept a complaint from you, with the complainant's permission.
- Prisoners can make a complaint using the free and confidential

Prisoner PhoneLink telephone service, in writing using a confidential blue envelope, or in person when we visit a correctional centre.

Web accessibility

We are committed to making this website accessible to as many people as possible. We aim to meet AA accessibility checkpoints defined in the [W3C Web Content Accessibility Guidelines 2.0](#).

WCAG 2.0 is a technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C).

Compliance with web accessibility is an ongoing process which we are regularly working to improve. If you experience problems accessing any of the information on our site, please [contact us](#) and we will try our best to fix the problem or provide the information in an alternative format.

Listening to this website

You can listen to this website with ReachDeck.

What is ReachDeck?

ReachDeck makes websites accessible to those who require online reading support or to translate the site content into a language of their choice.

What does ReachDeck look like?

To activate, click on the 'human' icon within a red circle in the top right corner of the screen, or click on the 'Listen and translate' link in the top right menu.

ReachDeck features and options are accessed from a toolbar at the top of the screen.

What will ReachDeck do for me?

- reads web pages aloud in a human-sounding voice (includes websites, intranets, extranets, html, accessible Flash, alt tags)
- reads secure web pages
- reads PDF and Word documents in their original format
- highlights each word as it is spoken to show you where you are on the

page

- magnifies text to your chosen font size and font style
- translates word-for-word in 74 languages
- looks up accurate dictionary definitions
- converts text to MP3
- masks information on the screen to help you focus on a particular area

Who does ReachDeck help?

ReachDeck helps anyone who requires online reading support. This includes those with learning difficulties such as dyslexia, mild visual impairments and those with English as a second language. It works by reading web pages aloud in a human-sounding voice. The user simply hovers their mouse pointer over the text to hear it read aloud.

It is not designed as a screen reader for people with a severe visual impairment. If you need this technology, there are commercial products available, such as [JAWS](#) and [NVDA](#).

PDF flyer for translated assistance to use ReachDeck

This flyer supports community members who use languages other than English to access information about how to make an effective complaint, and when to contact the Queensland Ombudsman. The initial range of languages is: Arabic, Cantonese, Dinka, Greek, Hindi, Indonesian, Italian, Korean, Mandarin, Polish, Punjabi, Sinhalese, Spanish, Vietnamese.

- [Download 'Got a problem?' translated brochure ReachDeck \(PDF 1022.8KB\)](#)