Compliments and Complaints factsheet

All out of home care providers welcome and value compliments and complaints. We recognise that responding to and resolving complaints allows clients and stakeholders to contribute to service improvements.

When you provide a compliment or make a complaint about a service, you can expect to be treated with respect and have your matter resolved as quickly as possible. If you have a compliment or complaint, you are encouraged to speak directly to the staff member involved as they are often best placed to follow up on any oversights or delays. If your complaint or concern is about two or more out of home care providers, you can expect to receive a joint response to your feedback or issue.

If you feel your complaint has not been adequately dealt with, each out of home care provider has a number of ways you can escalate your issue and ask for a more senior or independent person to review your concerns.

If you feel you need assistance when working through a complaint with a service provider there are a number of support services that may be able to assist you. The details for the advocacy support and engagement services are below.

**Advocacy Support and Engagement Services**

Independent advocacy support and engagement services are an important part of the out of home care system. They help us to deliver a better response to the needs of children and young people, their families, and kinship and foster carers. These services provide independent support to those who are central to the care system, at operate at arm’s length of both government and non-government service providers.

**Australian Red Cross**

**Birth Family Advocacy Support Service**

The Birth Family Advocacy Support Service, operated by the Australian Red Cross, provides support, information and advice to birth parents with children in care, or with children at risk of entering care. It aims to empower parents to effectively, and in an informed way, understand and participate in child protection processes.

The Australian Red Cross can be contacted via birthfamily@redcross.org.au or on 6234 7600.
Carers ACT
Kinship and Foster Carer Advocacy Service

The Kinship and Foster Carer Advocacy Service, operated by Carers ACT, provides support and advice to assist kinship and foster carers in their caring role. This service also provides a mechanism to support kinship and foster carers in resolving issues or conflicts with out of home care service providers, Child and Youth Protection Services or other organisations.

Carers ACT can be contacted via kinshipfostercare@carersact.org.au or on 0447 632 067.

CREATE Foundation
Children and Young People Engagement Support Service

The CREATE Foundation provides a service for children and young people with an out of home care experience through an engagement, information and support network. This service supports children and young people to be listened to and respected and provides age appropriate avenues for children and young people to give feedback to organisations about issues that impact on them.

The CREATE Foundation can be contacted via act@create.org.au or on 6232 2409.

Independent and Oversight Agencies

If you feel your complaint is not being addressed appropriately, or you do not feel your issue has been resolved, you have the right to an independent review by the Community Services Directorate (CSD) or you can contact an external oversight agency at any time. There are a number of independent agencies that may be able to help you and their details are below.

Quality, Complaints and Regulation (QCR)

If you are dissatisfied with the outcome of your complaint, you may wish to contact Quality, Complaints and Regulation (QCR). QCR is an independent oversight Branch with a responsibility to support quality improvement in the Community Servicers Directorate and the regulation of community service providers. QCR offers the services of a Senior Investigator to investigate complex complaints in relation to service delivery, and to independently review the process of administrative decision-making. The Senior Investigator does not however have the delegation to change an administrative decision and can only make recommendations consistent with policies, procedures and relevant legislation.

QCR can be contacted through the Central Intake Officer on 02 6207 5474 or mailto:Quality@act.gov.au
Purpose of an Internal Complaint Review by QCR
In some instances, the relevant area will respond to your request for an internal review. An internal complaints review can be conducted where:

- You are dissatisfied with the outcome of your complaint.
- You are not satisfied with the way your complaint was managed.
- You disagree with a decision that has been made that affects you.

Quality, Complaints and Regulation Service, Community Services Directorate
Postal Address: PO Box 158, Canberra ACT 2601
Ph: 6207 5474
Email: quality@act.gov.au
Web: CSD Internal Review Process

Following an Internal Complaint Review by ROQS
If you are still dissatisfied, you may wish to seek an external review with a relevant External Oversight Agency. More information is available at the following website ACT External Review Process

ACT External Review Agencies
Public Advocate of the ACT (PA)

The Public Advocate promotes and individually represents the rights and interests of people who are not able to represent or protect themselves, including children and young people, adults with a mental illness or impaired decision making ability, who require protection from abuse, exploitation or neglect.

Postal Address: PO Box 1001, Civic Square, ACT, 2608
Physical Address: 3rd Floor, CFM Building, 12 Moore St, Canberra City
Ph: 02 6207 0707 Phone Enquires can be made Monday to Friday 9.00am to 1.00pm and 2:00pm to 4:30pm
Fax: 6207 0688
Email: pa@act.gov.au
Web: Public Advocate
Human Rights Commission (HRC)

The HRC encourages and assists in the resolution of complaints, assisting users and providers of disability services, health services, services for children and young people and services for older people to make improvements in the provision of services. Members of the commission include:

- Children and Young People Commissioner
- Disability and Community Services Commissioner
- Discrimination Commissioner
- Health Services Commissioner
- Human Rights Commissioner

Postal address: GPO Box 158, Canberra City ACT 2601
Physical Address: Level 2, 12 Moore St, Canberra City ACT 2600
Ph: 02 6205 2222
Fax: 02 6207 1034
TTY: 02 6205 1666
Email: human.rights@act.gov.au
Web: Human Rights Commission

Children and Young People Official Visitor

The functions of the Official Visitor are to visit, receive and consider complaints from children and young people who are:

- detained in a detention place
- confined at a therapeutic protection place
- accommodated in a place of care.

The official Visitor also considers complaints from and about other people providing services to children and young people.

Postal Address: Official Visitor, C/-OCYFS Strategic Partnerships, GPO Box 158, Canberra ACT 2601
Email: chindit@ozemail.com.au
ACT Civil and Administrative Tribunal (ACAT)

Matters can only be brought before ACAT if an authorising law gives the tribunal the power to make a decision around a particular matter. The Tribunal's jurisdiction powers and procedures are defined by the ACAT Act 2008, other authorising laws and its Rules and Directions. Links to these documents can be found on the website.

The ACAT consolidates 16 jurisdictions and tribunals including:

- Administrative Appeals Tribunal
- Discrimination Tribunal
- Guardianship and Management of Property Tribunal
- Mental Health Tribunal
- Residential Tenancies Tribunal.

Postal Address: GPO Box 370, Canberra ACT 2601
Ph: 6207 1740
Fax: 6205 4855
Email: tribunal@act.gov.au
Web: [ACT Civil and Administrative Tribunal (ACAT)](http://www.act.gov.au/actcat)

Office of the Australian Information Commissioner (OAIC)

The Office of the Australian Information Commissioner (OAIC) can investigate privacy complaints from individuals about Australian and Norfolk Island Government agencies, and private sector organisations covered by the Privacy Act 1988 (Privacy Act). You can also make a complaint to the OAIC about the handling of your personal information by ACT public sector agencies under the Information Privacy Act 2014 (ACT).

Ph: 1300 363 992
Fax: 02 9284 9666
Email: enquiries@oaic.gov.au