



# Child and Family Complaints



## What is a complaint?

A complaint is when you tell someone that you are **not happy** with something. A complaint can be about anything – an organisation's service, the way staff or another child or young person behaves, or the way a problem was handled.

## Who can make a complaint?

**Anyone can make a complaint.**

This includes you, your family, your advocate or anyone else who has a concern or issue.

## What can you complain about?

If you have a problem or concern about the support you receive you can complain. For example, you can complain if:

- = you think your care team are not treating you fairly or they are **being mean to you**
- = you have other **problems with your Youth Worker** or the services you are getting
- = someone tells someone else your **private information** without you saying it is ok
- = you **feel scared** or worried about the supports and services you receive.

## How can you make a complaint?

### 1. ASK for help

Ask someone you trust for help. This could be your Youth Worker, Case Worker, a family member, teacher or guardian.

### 2. TELL your support person


- = If you're not happy
- = What is worrying you
- = What you would like to change

### 3. HAVE your say

With the help of your support person, make a complaint to Lifestyle Solutions.

 **1800 634 748**

 **feedback@lifestylesolutions.org.au**

 **Scan the QR Code and fill in the Feedback and Complaints form.**



## Useful contacts

Online and phone counselling:

- = Kids Helpline 1800 55 1800 or [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)

Mental health support for children and young people:

- = [Headspace.org.au](http://Headspace.org.au)

More information about your rights in care:

- = [create.org.au/my-rights-in-care/](http://create.org.au/my-rights-in-care/)

For more information about Children's Rights please scan this QR code:



## You can also talk to:

- NSW** Department Communities and Justice (DCJ)  
Phone: 1800 000 164  
Email: [complaints@facs.nsw.gov.au](mailto:complaints@facs.nsw.gov.au)  
Website: [www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au)
- NSW Ombudsman  
Phone: 1800 451 524  
Website: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- NT** Department of Territory Families, Housing and Communities (TFHC)  
Phone: 1800 750 167  
Email: [tfhc.complaints@nt.gov.au](mailto:tfhc.complaints@nt.gov.au)  
Website: [tfhc.nt.gov.au](http://tfhc.nt.gov.au)
- QLD** Department of Children, Youth Justice and Multicultural Affairs  
Phone: 1800 080 464  
Email: [feedback@cyjma.qld.gov.au](mailto:feedback@cyjma.qld.gov.au)  
Website: [www.cyjma.qld.gov.au](http://www.cyjma.qld.gov.au)
- Office of Public Guardian (OPG)  
Phone: 1300 653 187  
Email: [publicguardian@publicguardian.qld.gov.au](mailto:publicguardian@publicguardian.qld.gov.au)  
Website: [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)
- SA** Department for Child Protection  
Phone: 1800 003 305  
Website: [childprotection.sa.gov.au](http://childprotection.sa.gov.au)
- Office of the Guardian for Children and Young People  
Phone: 1800 275 664 or 8226 8570  
Email: [gcyp@qcyp.sa.gov.au](mailto:gcyp@qcyp.sa.gov.au)  
Website: [gcyp.sa.gov.au](http://gcyp.sa.gov.au)
- TAS** Department of Communities Tasmania  
Phone: 1800 000 122  
Email: [complaints.caf@communities.tas.gov.au](mailto:complaints.caf@communities.tas.gov.au)  
Website: [www.communities.tas.gov.au](http://www.communities.tas.gov.au)
- Child Advocate (Communities Tasmania)  
Phone: 1800 549 725  
Email: [child.advocate@communities.tas.gov.au](mailto:child.advocate@communities.tas.gov.au)
- WA** Advocate for Children in Care  
Phone: 1800 460 696  
Email: [advocate@communities.wa.gov.au](mailto:advocate@communities.wa.gov.au) or [judith.garsed@communities.wa.gov.au](mailto:judith.garsed@communities.wa.gov.au)  
Website: [www.wa.gov.au](http://www.wa.gov.au)
- NDIS** Funded Children/Young People  
NDIS Quality and Safeguards Commission  
Phone: 1800 035 544 or TTY 133 677  
Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

