

If you live in Queensland

<p>Office of Public Guardian (OPG)</p> <p>PO Box 13554 George Street Brisbane QLD 4003 Phone: 1300 653 187 Email: publicguardian@publicguardian.qld.gov.au SMS: 0418 740 186</p>	<p>The Office of the Public Guardian can respond to complaints from children and young people in care, they also have Community Visitors who can help you to stand up for yourself and support you voicing your views.</p>	<p>LINK</p>
<p>Queensland Human Rights Commission</p> <p>Phone: 1300 130 670 Email: enquiries@qhrc.qld.gov.au</p>	<p>The Human Rights Commission works to protect twenty-three human rights for every person in Queensland. The Human Rights Commission can take complaints if a Queensland Government department or organisation funded by the Queensland Government is ignoring your rights. The Human Rights Commission cannot accept a complaint unless you first make a complaint to the public entity you are complaining about and give that entity at least 45 business days to respond.</p>	<p>LINK</p>
<p>Queensland Civil and Administrative Tribunal</p> <p>GPO Box 1639, Brisbane, Qld, 4001 Phone: 1300 753 228 or 07 3225 8346</p>	<p>The Queensland Civil and Administrative Tribunal (QCAT) is like a court that can take a new look at some decisions made about your life by Child Safety. If you don't agree with the decision you, have up to 28 days to apply to QCAT for a review of the decision. You can also apply to stop Child Safety from carrying out the decision until QCAT makes the final verdict.</p>	<p>LINK</p>
<p>Department of Children, Youth Justice and Multicultural Affairs</p> <p>Phone: 1800 080 464 (free call) or email feedback@cyjma.qld.gov.au</p>	<p>If you have a complaint about the Department, you can talk to your carer or local child safety office. If you would feel more comfortable, you can contact the Child Safety Complaints Unit.</p>	<p>LINK</p>

If you live in New South Wales

<p>NSW Ombudsman</p> <p>Phone: 02 9286 1000</p>	<p>The NSW Ombudsman is an independent watchdog. Their job is to make sure that the government agencies they watch over do their jobs properly. Any person can contact the Ombudsman to make a complaint about the actions of Family and Community Services.</p>	<p>LINK</p>
<p>FACS</p> <p>1800 000 164 (9am to 4.30pm Monday to Friday)</p> <p>complaints@facs.nsw.gov.au</p> <p>Post: Reply Paid 63437, Complaints Unit, Locked Bag 4028, Ashfield NSW 2131.</p>	<p>FACS is the part of the NSW Government responsible for protecting children and young people from risk of significant harm and for making sure children and young people in care receive the help and support they needed. You can complain directly to your local Community Service Centre/FACS office</p>	<p>LINK</p>

If you live in Tasmania

<p>Child Advocate (Communities Tasmania)</p> <p>Weekdays 9.00am – 5.00pm Mobile: 0419 970 181 Office: (03) 6165 6945 Free call: 1800 549 725 Email: child.advocate@communities.tas.gov.au</p> <p>FB Messenger: child.advocate.tas</p>	<p>The Child Advocate’s job is to make sure that children and young people in care in Tasmania have their rights upheld. If you would like support to make a complaint, or are not happy about a decision, contact the Child Advocate.</p>	<p>LINK</p>
<p>Department of Communities Tasmania</p> <p>Children and Youth Services GPO Box 65 HOBART TAS 7001</p> <p>Statewide by email: complaints.caf@communities.tas.gov.au Statewide by phone: 1800 000 123</p>	<p>Children and Youth Services (CYS) is a part of the Tasmanian Government and is responsible for children and young people in care. If you have a complaint about the CYS, you can talk to your carer, or if you would feel more comfortable, you can contact Children and Youth Services by email or phone.</p>	<p>LINK</p>
<p>Tasmanian Ombudsman</p>	<p>The Tasmanian Ombudsman handles complaints about Children and Youth Services. If you have been treated unfairly by Children and Youth Services and are not happy with their response, you can ask the Ombudsman to look into the situation</p>	<p>LINK</p>

If you live in the ACT

<p>ACT Human Rights Commission</p> <p>Phone: 6205 2222 Email: actkids@act.gov.au</p>	<p>The Children and Young People Commissioner and the Public Advocate work at the Human Rights Commission. They are separate from Child and Youth Protection Services and ACT Together, and help to make sure children and young people are being looked after well. You can talk to them about what's bothering you and they can work out ways of fixing the issue or making sure it doesn't happen again.</p>	<p>LINK</p>
<p>ACT Ombudsman</p> <p>Phone: 6276 3773 Email: ombudsman@act.gov.au Post: ACT Ombudsman, GPO Box 442, Canberra ACT2601</p>	<p>The ACT Ombudsman can help you if your complaint relates to an ACT Government agency, such as Child and Youth Protection Services or the Police. If you have spoken to your carer, case manager or their supervisor and you're not happy with how they have responded, you can then talk to the Ombudsman.</p>	<p>LINK</p>
<p>ACT Together</p> <p>Phone: (02) 6228 9500</p>	<p>ACT Together is a group of agencies that provide out of home care services for children and young people in the ACT. If you have a complaint or feedback about these agencies, you are allowed to talk to them directly if you want to.</p>	<p>LINK</p>
<p>Official Visitors</p> <p>Phone: 1800 150 036</p>	<p>If you are in residential care or the Bimberi Youth Justice Centre you can ask to have an Official Visitor come to see you. Their job is to visit young people who are in residential care, in a youth justice centre or another place getting help with their mental health, to make sure they are being looked after properly. If you have a complaint you can let an Official Visitor know and they can help you resolve it.</p>	<p>LINK</p>
<p>Child and Youth Protection Services</p> <p>PO Box 158, Canberra ACT 2601 Phone: 02 6207 5294 Email: cyf@act.gov.au</p>	<p>The ACT Government has a separate office that listens to people who want to raise a concern or make a complaint about something that might be happening for a child or young person in care. It doesn't matter if you are living with your family in kinship care, with a foster family or in a residential house, this office can talk to all children and young people in care.</p>	<p>LINK</p>

If you live in the Northern Territory

<p>The Office of the Children’s Commissioner Complaints Freecall: 1800 259 256</p> <p>Monday – Friday 8:00am – 4:00pm (except public holidays) Address: Level 4 NT House 22 Mitchell Street, Darwin, NT Phone: (08) 8999 6076 Email: occ@nt.gov.au Postal: GPO Box 3779 Darwin, NT 0801</p>	<p>The Office of the Children’s Commissioner is an independent office that you can complain to if you feel that you are being treated unfairly and/or your rights are not being met within the care system.</p>	<p>LINK</p>
<p>Department of Children and Family</p> <p>To contact your case manager or someone else in DCF call: 1800 750 167 Email: DCFcomplaints@nt.gov.au Address letters to: Department of Children and Families Attention: Complaints Management Unit PO Box 40596 Casuarina NT 0810</p> <p>Practice Complaints and Investigations Unit Territory Families PO Box 37037 WINNELLIE NT 0820 Phone: 1800 750 167 Email: TF.complaints@nt.gov.au</p>	<p>Territory Families is the part of the NT Government responsible for children and young people in care. If you have a complaint about Territory Families, you can contact your case manager, or, if you would feel more comfortable, you can contact the Territory Families Practice Complaints and Investigations Unit.</p>	<p>LINK</p>

If you live in Victoria

<p>Victorian Ombudsman</p> <p>Level 2, 570 Bourke Street Melbourne VIC 3000</p> <p>Phone: (03) 9613 6222 or toll free (regional areas only) on 1800 806 314 Monday to Friday between 9am – 5pm ombudvic@ombudsman.vic.gov.au</p>	<p>You can complain to the Victorian Ombudsman if you have been treated unfairly by a Victorian Government department, such as the Department of Health and Human Services (DHHS). The Ombudsman will only listen to your complaint if you have tried to sort it out with the people you have a problem with.</p>	<p>LINK</p>
<p>Department of Victoria Health and Human Services Complaints Unit</p> <p>GPO Box 4057 Melbourne Victoria 3000 Phone: 1300 884 706 central.feedback@dhhs.vic.gov.au</p>	<p>The Department of Health and Human Services (DHHS) is the part of the Victorian government responsible for children and young people in care. If you have a complaint about the Department of Communities, you can talk to your carer, or if you would feel more comfortable, you can contact the DHHS Service Complaints Unit.</p>	<p>LINK</p>

If you live in Western Australia

Advocate for Children in Care

Phone (08) 9222 2518

Free call 1800 460 696

Out of hours: Leave a message or text 0429 086 508

Email: judith.garsed@communities.wa.gov.au Write to:

The Advocate for Children in Care, 189 Royal Street
East Perth WA 6004

If you're a child or young person in the care of the Department for Child Protection and Family Support, then you can complain to the Advocate for Children in Care.

The Advocate is there to help when you have problems or worries that you can't sort out with your case worker. Do you want help to have your say, get information, or have a departmental decision reviewed? Maybe you want to know more about your rights or how you can participate in making decisions about your life.

[LINK](#)

WA Department for Child Protection and Family Support (DCPFS)

Complaints Management Unit

Department for Child Protection

189 Royal Street, EAST PERTH, WA 6004

Tel: (08) 9222 2594

Freecall (not from mobiles): 1800 013 311

Crisis Care Unit

Tel: (08) 9223 1111

Free call (not from mobiles): 1800 199 008

The Department for Child Protection and Family Support is the part of the Western Australian government responsible for children and young people in care. If you have a complaint about the Department for Child Protection and Family Support, you can talk to your carer, or if you would feel more comfortable, you can contact their Complaints Management Unit.

The Department for Child Protection and Family Support wants to protect and promote the interests of children and young people in care, and the Advocate for Children in Care has been created especially to focus on them, their views and their concerns.

[LINK](#)

If you live in South Australia

Office of the Guardian for Children and Young People

Freecall: 1800 275 664

Phone: 8226 8570

Email: gryp@gryp.sa.gov.au

The Guardian is appointed to stand up for children and young people under the guardianship of the Chief Executive of the Department for Child Protection.

You can talk to the Guardian about:

- things that are happening where you are living now
- what might happen in the future
- being able to see your relatives and friends
- having a say in decisions that affect you
- a decision that was made that you didn't like
- finding out about your rights

They will:

- find out from you what is happening
- find out what you would like to happen
- if it is OK with you, find out more from other people
- help you to have a say and get things looked at

[LINK](#)

Department of Child Protection

Central Complaints Unit

Department for Child Protection

GPO Box 1072

Adelaide SA 5001

Telephone: 1800 003 305

Phone: 08 8124 4185

Address: 531 Flinders Street

Adelaide, SA 5000

DCP are the part of the SA Government responsible for children and young people in care. If you have a complaint about the Department of Child Safety, you can talk to your carer or caseworker, or, if you would feel more comfortable, you can contact the DCP Central Complaints Unit.

[LINK](#)