

COMPLIMENTS, COMMENTS, COMPLAINTS

ACT Together is a consortium of agencies, led by Barnardos Australia in partnership with Australian Childhood Foundation, OzChild, Premier Youthworks and Relationships Australia. ACT Together provides out of home care services for children and young people in the Australian Capital Territory.

GIVING US FEEDBACK

ACT Together agencies welcome your feedback as it lets us know how we are doing and gives us the opportunity to improve the services we provide. When planning and reviewing services we take account of suggestions and comments made by people who have experience of our service.

We are committed to providing the highest quality services and your feedback helps us to continually review and improve our service delivery.

WHEN CAN YOU GIVE US FEEDBACK?

You can give us feedback about any part of our service at any time. We like to know when we've done things well or we can do things better or even just some general feedback you like to give us, it all helps us.

YOUR RIGHTS

Agencies within ACT Together respect everyone's right to:

- Provide us with compliments, comments and complaints - and for us to respond to this as an opportunity for input and improvement;
- Know what to expect and when;
- Be treated respectfully, authentically, confidentially and compassionately;
- Continuation of professional interaction with the organisation;
- Not be forced, threatened, bribed, or discouraged from lodging a compliment, comment or complaint when you have expressed a wish to do so;
- Processes and decisions that are balanced, fair and just;
- Be supported, including being supported by an advocate;
- Appeal and have an independent review.

You are also entitled to ask for and receive a copy of our policy for dealing with feedback about our services.

USING THIS FORM

You can use this form to:

- Compliment a service or staff member.
- Make a complaint if you are unhappy about the service you have received.
- Make a comment or suggestion about how we can improve our services.

Please complete the form and either post it or email it to us feedback@acttogether.org.au or give it to your case worker or a manager. If you need help to complete the form then please call us on **6228 9500**.

You are entitled to ask for assistance with translation/interpreting if English is not your first language.

Today's Date: _____

Please tick relevant box:

Compliment Comment Complaint

If you are giving us a comment or complaint, do you want feedback about it's progress?

No Email Phone Letter

Tells us about your compliment, comment or complaint in the space below:

What service is your feedback about?

If you would like to remain anonymous please tick this box

(please note that this will prevent us from providing you with a response to your feedback).

Your name: _____

Address: _____

Email: _____

Phone: _____

WHAT WE DO WITH YOUR FEEDBACK

Compliments are passed on to the relevant staff member and management is notified to ensure that the staff member is recognised for their efforts.

Comments are passed on to the Manager of that service and you will receive feedback within 14 days to let you know how your comment had been actioned.

Complaints are investigated and you will receive a response from us within three weeks. If it takes us longer than three weeks to investigate the complaint then we will let you know and tell you why it is taking longer.

If you are unhappy with how the complaint has been resolved then you can appeal the outcome by contacting the Executive Manager ACT on 6228 9500.

If you are still not happy with the outcome then you may choose to contact one of the following places for assistance:

FOR FURTHER ASSISTANCE

Barnardos Australia Chief Executive Officer	CYPS Client Services Unit	Quality Complaints and Regulation (Community Services Directorate)	ACT Human Rights Commission	ACT Civil and Administrative Tribunal
Feedback relating to Barnardos services	Feedback relating to decisions and case management pertaining to children who are under the parental responsibility of the Director General.	Quality Complaints and Regulation within the Directorate provides an independent complaints resolution service or review function for the Director-General.	Including ACT Children and Young Peoples Commissioner/ACT Public Advocate - The Commissioner for Children and Young People/Public Advocate can help resolve complaints about services for Children and Young People. The Public Advocate advocates for vulnerable children and young people (including children in Out of Home Care) and provides oversight in relation to services.	Matters can only be brought before the ACAT where an authorising law gives the tribunal the power to make a decision around a particular matter.
P: 1800 061 000	P: (02) 6207 5294	P: (02) 6205 0473	P: (02) 6205 2222	
barnardos.org.au	OCYFS@act.gov.au	senioradvocate@act.gov.au	ACTkids@act.gov.au hrc.act.gov.au/ www.publicadvocate.act.gov.au	More information is available at acat.act.gov.au

OFFICE USE

Date received: _____

Received by: _____

Action taken:

Action taken by whom: _____

Included in Monthly report (state month): _____

Date closed: _____



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- Barnardos Australia
- Australian Childhood Foundation
- Oz Child