

# Tell us what you think

Giving service feedback  
to ACT Together

**ACT Together is a consortium of:**

• Barnardos Australia • Australian Childhood Foundation • Oz Child

Initiative of



**ACT**  
Government

A Step Up for Our Kids -  
Out of Home Care  
Strategy 2015-2020  
is an ACT Government  
funded initiative

## ABOUT ACT TOGETHER

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

## COMPLIMENTS, COMMENTS AND COMPLAINTS

### Giving us feedback

ACT Together welcomes your feedback as it lets us know how we are doing and gives us the opportunity to improve the services we provide. Feedback is recorded and 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 if we could do things better. We also appreciate any comments or suggestions you might want to share with us.

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

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

### Requesting a review of a decision

Please contact the decision maker or their manager in the first instance to request a written statement of decision or a review of the decision – further information is outlined in the ACT Together Service Feedback Procedure at [www.acttogether.org.au/contact-us/](http://www.acttogether.org.au/contact-us/)

### Types of feedback

- 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.

### How you can send us feedback

- e-mail your feedback to: [feedback@acttogether.org.au](mailto:feedback@acttogether.org.au)
- go online to [www.acttogether.org.au/contact-us/](http://www.acttogether.org.au/contact-us/)
- Phone us on **(02) 6110 2200**
- Talk to someone at ACT Together (this might be your case worker or carer support worker but can be someone else if you want). You can have someone with you to support you while you talk to an ACT Together worker.
- You can also fill out this form and return it to:

ACT Together  
26 Thynne Street  
BRUCE ACT 2617



  
**SCAN TO  
CONTACT US**

## ACT TOGETHER SERVICES: FEEDBACK FORM

<b>Date</b>	
<b>Name</b>	
<b>Address</b>	
<b>Email</b>	
<b>Phone</b>	
<b>If you would prefer to remain anonymous please tick this box</b>	(please note that this may prevent us from providing you with a response to your feedback.)
<b>Please select the type of feedback:</b>	<input type="checkbox"/> Compliment <input type="checkbox"/> Comment <input type="checkbox"/> Complaint
<b>If you are giving us a comment or complaint, do you want feedback about its progress?</b>	<input type="checkbox"/> No <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Letter

**Tells us about your compliment, comment or complaint below:**

**What action or outcome are you looking for?**

## WHAT DO 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 relevant manager and you will receive feedback within three weeks to let you know how your comment had been actioned.

**Complaints** are investigated and you will receive a response from us within 20 working days. 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. For more information on how we manage complaints please refer to the ACT Together Service Feedback Procedure which is available at [www.acttogether.org.au/contact-us/](http://www.acttogether.org.au/contact-us/)

### Not satisfied with the result?

If you are unhappy with how the complaint has been resolved then you can contact the feedback mailbox at [feedback@acttogether.org.au](mailto:feedback@acttogether.org.au) and ask for the complaint to be reviewed by the appropriate senior manager.

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

**CYPS Client Services Unit** – Feedback relating to decisions and case management pertaining to children who are under the parental responsibility of the Director General.

Phone: **(02) 6207 5294** or email **OCYFS@act.gov.au**

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**Quality Complaints and Regulation (Community Services Directorate)** - Quality Complaints and Regulation within the Directorate provides an independent complaints resolution service or review function for the Director-General.

Phone: **(02) 6205 0473** or email **senioradvocate@act.gov.au**

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**ACT Human Rights Commission** – 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.

Phone: **(02) 6205 2222** or email **ACTkids@act.gov.au**

Visit [www.hrc.act.gov.au/childrenyoungpeople](http://www.hrc.act.gov.au/childrenyoungpeople)

Visit [www.publicadvocate.act.gov.au](http://www.publicadvocate.act.gov.au)

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**ACT Civil and Administrative Tribunal** – 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. More information is available at **[www.acat.act.gov.au](http://www.acat.act.gov.au)**

**Thank you for sharing your feedback and experience with us.**

**Your feedback  
is important!**