

Compliments & Complaints

Act for Kids values your feedback, whether it is a compliment or a complaint, as it enables us to continuously improve the services we provide to our clients and fosters strong working relationships with stakeholders.

Compliments

We love to hear about the positive experiences clients and stakeholders have in their dealings with Act for Kids. If you have received outstanding service or attention that you feel warrants complimenting, please let us know in writing, by phone or in person.

Complaints

Complaints are equally important to us as they help us to identify how we can work better with our clients and stakeholders.

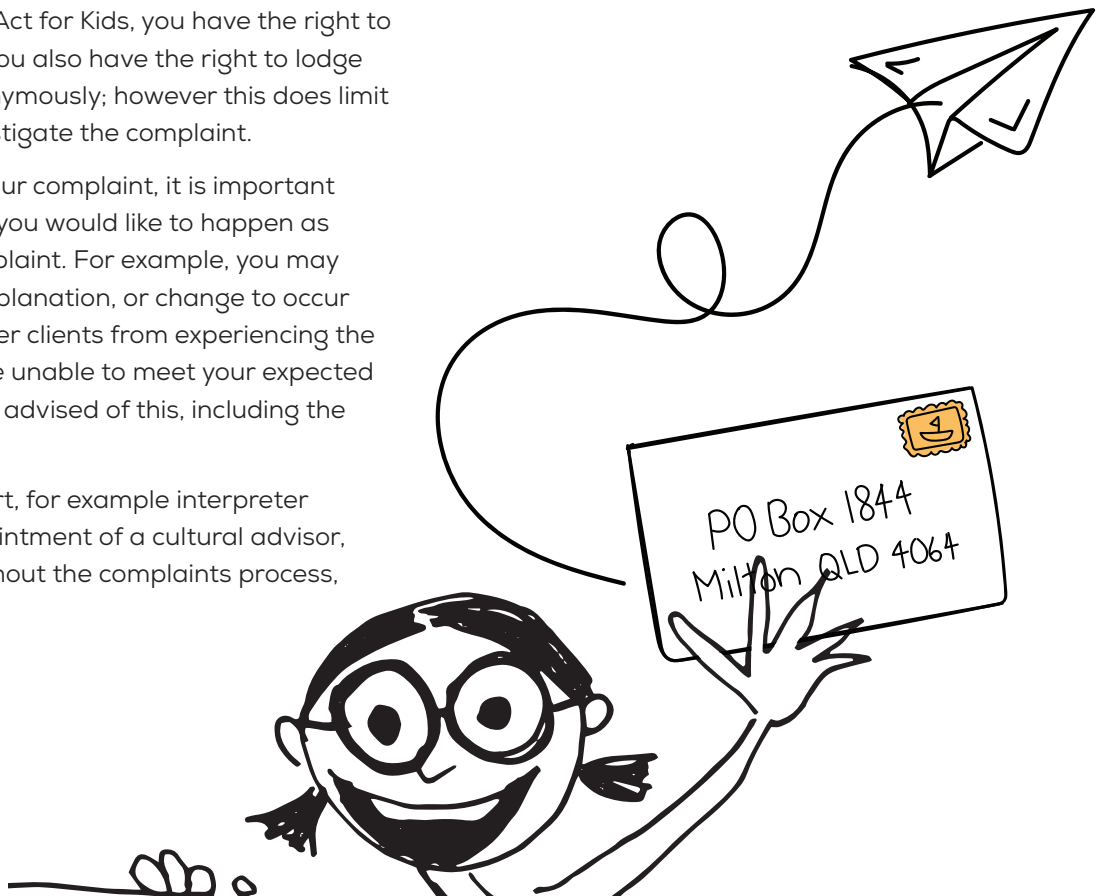
If you're unhappy about any aspect of the service you have received from Act for Kids, you have the right to lodge a complaint. You also have the right to lodge your complaint anonymously; however this does limit our capacity to investigate the complaint.

To help us resolve your complaint, it is important that you tell us what you would like to happen as a result of your complaint. For example, you may want an apology, explanation, or change to occur that will prevent other clients from experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reasons why.

If you require support, for example interpreter services or the appointment of a cultural advisor, to assist you throughout the complaints process, please let us know.

We will ensure:

- That your complaint is listened to
- That you are protected from any repercussions, reprisals or victimisation as a result of making a complaint
- That you are treated fairly and respectfully
- That your complaint is dealt with in a timely manner
- That your privacy is managed in accordance with our Privacy Policy and Client Complaints Policy



Compliments & Complaints

How to get in touch with us

There are lots of ways to give us compliments and complaints:

In person or over the phone



If you feel comfortable, you can make a compliment or complaint to your worker directly.



If you are not comfortable with that, you can **go to, or call your Act for Kids centre** and ask to speak to someone who can help with your feedback or complaint.

Online

You can email us at **feedback@actforkids.com.au** and we will contact you about your feedback and what will happen next; or

You can provide **nameless** feedback or complaints at **www.actforkids.com.au/feedback**. **Nameless** means we won't know it was you so we won't be able to contact you about your compliment or complaint.



How we will respond to your feedback or complaint

- We will tell the Manager or Director
- We will contact you (if we know your name) within 20 days to give you an update



If you are still not happy

You can write a letter to the Act for Kids CEO:

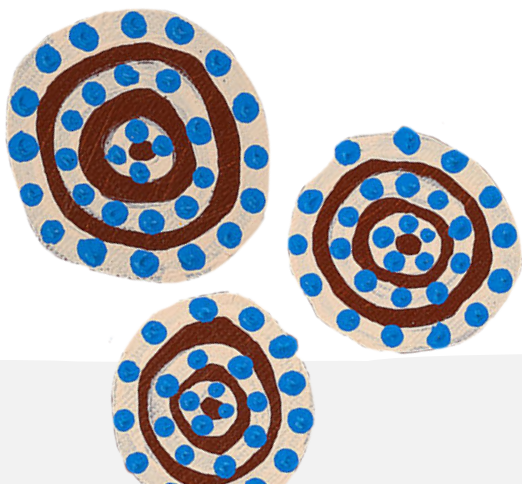
PO Box 1844
Milton Qld 4064



You can also submit your feedback online or via email directly to the Chief Executive Officer by writing ATTENTION: CEO

Privacy complaints

Complaints about privacy should come to privacy@actforkids.com.au



Compliments & Complaints

Other agencies you can contact:

Agency	Manages complaints regarding:	Contact details
National		
Australian Human Rights Commission	Discrimination and breaches of human rights	Web: https://humanrights.gov.au/complaints
NDIS Quality and Safeguards Commission	Services provided under the National Disability Insurance Scheme	Ph: 1800 035 544 Web: www.ndiscommission.gov.au
Australian Health Practitioner Regulation Agency (AHPRA)	Serious concerns about the conduct of an allied health practitioner (Occupational Therapist or Psychologist)	Ph: 1300 419 495 Web: www.ahpra.gov.au
Speech Pathology Australia (SPA)	Serious concerns about the conduct of a Speech and Language Pathologist	Ph: 1300 368 835 Web: www.speechpathologyaustralia.org.au
Office of the Australian Information Commissioner	Breach of privacy	Ph: 1300 363 992 Web: www.oaic.gov.au
Victoria		
Department of Health and Human Services (DHHS)	Child Protection Services funded by DHSS in Victoria	Ph: 1300 475 170 Web: www.dhhs.vic.gov.au
Health Complaints Commissioner	Healthcare and the handling of health information in Victoria	Ph: 1300 582 113 Web: https://hcc.vic.gov.au/make-complaint
New South Wales		
Department of Communities and Justice	Child Protection Services funded by DCJ in New South Wales	Ph: 1800 000 164 Web: www.dcj.nsw.gov.au
South Australia		
Department for Child Protection (DCP)	Services funded by the Department for Child Protection in South Australia	Ph: (08) 8124 4185 Web: www.childprotection.sa.gov.au
Queensland		
Department of Children, Youth Justice and Multicultural Affairs	Services funded by this department or actions by the department itself	Ph: 1800 080 464 Web: https://www.cyjma.qld.gov.au/contact-us/compliments-complaints
Queensland Office of the Information Commissioner	Privacy breaches for QLD government funded services	Web: https://www.qic.qld.gov.au/about/privacy/privacy-complaints
Queensland Human Rights Commission	Human rights, discrimination, sexual harassment, and other contravention in QLD.	Ph: 1300 130 670 Web: https://www.qhrc.qld.gov.au/complaints
Office of the Public Guardian	Rights, interests and wellbeing of children and young people in QLD's child protection system	Ph: 1800 661 533 Web: www.publicguardian.qld.gov.au