

## Schedule 3 – OCYFS Complaints Policies

Folio no	Date	Document	Status	Reason for Exemption	Online release status
1-6	01/07/2013	Office for Children, Youth and Family Support Complaints Policy	Full release		Full Release
7-23	01/07/2013	Office for Children, Youth and Family Support Complaints Policy: Supporting Procedures	Full release		Full release



**ACT**  
Government

Community Services

# Office for Children, Youth and Family Support

## **Complaints Policy: Supporting Procedures**

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### 1. Policy Title

Complaints Policy

### 2. Procedures/Guidelines Title

Complaints Policy Supporting Procedures and Guidelines

### 3. Purpose

These procedures are provided within the context of the Office for Children, Youth and Family Support (OCYFS) Complaints Policy and the Community Services Directorate *Complaints Handling Management Platform 2012* to provide specific guidance to OCYFS staff in relation to the management of complaints across the office, including the roles and responsibilities of staff in the complaints management process.

### 4. Procedures/Guidelines Statement

These procedures provide a framework for managing complaints within the Office in a manner consistent with the Natural Justice Principles of the right to be heard, the right to an unbiased decision made by an objective decision maker, and the right to have the decision made based on all relevant evidence.

The procedures aim to ensure that all complaints are responded to in a timely manner with respect, transparency and within the principles of Natural Justice.

Complaints may be about services provided on behalf of the Office for Children Youth and Family Support. If a complaint is received about a service provider contracted by the OCYFS, the complainant will be encouraged to utilise the complaint protocols of that service in the first instance before referral to the OCYFS Complaints Unit.

If a matter about a service provider is referred to the OCYFS Complaints Unit, the OCYFS will work with the agency to manage the complaint.

For the purposes of this policy and the accompanying procedures, the definition of a complaint is as follows:

### 5. Definitions

#### ***Complaint***

For the purposes of this policy and the accompanying procedures, the definition of a complaint is consistent with the Community Services

Directorate "Complaints Handling and Management Platform" (2012). A complaint is:

**An expression of dissatisfaction in relation to a service provided by or on behalf of CSD.**

Further explanation is given in the platform:

*It is important to note that not all expressions of dissatisfaction are complaints.*

*For example, dissatisfaction can be expressed as anger, frustration or unhappiness, and these contacts may not require a formal response. The important point is that complainants and the public have a clear mechanism for lodging a complaint, and that staff are able to determine, or assist the complainant to determine if a formal response is required.*

*In determining if a particular contact is a complaint, the following test can be applied.*

*'Is this an expression of dissatisfaction AND is it about a service provided by, or on behalf of CSD, AND is a formal response required?*

*If all parts can be answered affirmatively, then the contact should be treated.*

### **Complainant**

A complainant refers to the person making the complaint. This could be a child or young person, a parent or a foster or kinship carer.

## **6. Relevant Policies, Procedures/Guidelines, Documents and Forms**

This document is to be used in conjunction with the following other documents and forms:

- Complaints Policy
- Complaints and Feedback pamphlet
- Information sheets for children, young people, families and carers
- Decision Review Panel – Policy and Procedures
- Complaints and Feedback pamphlet for children and young people
- Complaints and Feedback pamphlet for children and young people in care
- CSD Complaints Handling and Management Platform
- Communication Protocol

## **7. Roles and Responsibilities**

### **7.1 Directors and Managers**

Directors and Managers are responsible for:

- identifying an appropriate staff member to investigate and respond to level one complaints when they are received within their branch and business unit;
- supporting staff attendance at complaints training sessions;
- encouraging a culture of understanding that complaints processes are part of continuous improvement;
- ensuring relevant recording, administrative and reporting procedures are completed for all complaints and details forwarded to the Complaints Unit;
- escalating complaints, where appropriate, to senior OCYFS staff;
- participating in discussion, resolutions and learnings from complaints processes; and
- overseeing implementation of quality improvement.

**7.2 Line Areas**

The management of complaints is initially the responsibility of front line workers unless the complaint is about a staff member or their Team Leader. Quick responses and acknowledgement of issues can expedite the resolution of complaints and prevent complaints from escalating.

The responsibilities of line areas include:

- ensuring that all complainants are aware of complaints policies and are provided with complaints information and the complaints and feedback pamphlet;
- determining if a concern is a complaint and at the level of response required;
- acknowledging receipt of complaints within 2 working days;
- undertaking any action necessary;
- communicating with complainants and staff members in a timely manner;
- recording processes and agreed actions for resolution where applicable;
- reporting all level one and above complaints information to the Complaints Unit; and
- monitoring and reviewing the effectiveness of actions taken.

**7.3 Complaints Unit**

The Complaints Unit is responsible for ensuring that all complaints received within the OCYFS are managed in a consistent and efficient manner. This unit also manages the complaints database to ensure complaints information is correct and complete.

The Complaints Unit's responsibilities include:

- coordinating and responding to all complaints received via the Minister's Office;
- assessing complaints received directly to the Unit to identify the most appropriate area to respond;
- investigating and responding to complaints from complainants who are not satisfied with the response provided by the relevant branch or business unit (Level 2 complaints);
- referral of complaints received via the OCYFS inbox;

- ensuring all complaints are entered on the complaints database;
- data analysis and reporting to Executive and line areas;
- identifying trends and patterns in complaints that may need addressing through staff training and/or policy review;
- liaison and reporting with Community Services Directorate complaints unit;
- exploring mechanisms with OCYFS Executive and staff to address system issues if identified; and
- ensuring staff have access to necessary training around complaints policy and processes.

## 8. Supporting Documents

### Complaints and feedback pamphlets

The following documents about the complaints processes are available to provide to children and young people, parents, and families to assist staff to inform key stakeholders about the complaints process:

- Complaints and feedback pamphlet
- Complaints and feedback pamphlet for children and young people
- Complaints and feedback pamphlet for children and young people in care

The pamphlets provide an opportunity for a stakeholder to record a complaint. Any returned pamphlets that raise a complaint are to be actioned as per policy and procedure.

## 9. Complaint Assessment

The *Complaints Handling Management Platform 2012* identifies four levels of complaint. It is important to classify the level of the complaint in order to ensure the correct procedure is followed. There are four levels ranging from a concern or enquiry to a complaint at levels one through three.

### 9.1 Concerns/enquiries

Concerns and enquiries are generally a one-off service based on issues that can be settled by front line staff in each branch. Examples of possible concerns and enquiries that do not require a formal response include:

- alerting the Office of incorrect personal details;
- seeking advice on a particular matter; or
- enquiring about the rationale behind a decision.

For concerns and enquiries, frontline staff should try to settle the issue with the complainant as quickly as possible. This can be done by notifying the service user when their concern or enquiry has been addressed. Concerns and enquiries do not require a formal response.

If the complainant is not satisfied with the outcome at this point, the worker must provide the complainant with details of the complaints process as set out in these policy and procedures and refer the matter to the Complaints Unit.

**Reporting/Recording Requirements** *Appropriate record keeping guidelines apply: The Complaints Unit does not need to be notified of concerns or enquiries.*

**9.2 Level One Complaints**

A concern or enquiry becomes a complaint in the following circumstances:

- the concern has been responded to by frontline staff but the complainant is not satisfied with the outcome of this process;
- the complainant expresses their wish to make their concern or enquiry a complaint; or
- the complainant requests a formal response to their concerns.

A level one complaint is to be reviewed and responded to within the business unit that the complaint relates to. The review will be conducted by a staff member identified by the Manager or Director.

**Reporting/Recording Requirements** *Appropriate record keeping guidelines apply: In addition a complaints form (see Attachment A) needs to be completed with issue, action and outcome and forwarded to the Complaints Unit on completion of the complaint. NB: Some business units such as Bimberi use a specialised template and recording procedures. These templates should be utilised as per Bimberi's policies and procedures and a copy forwarded to the Complaints Unit to be recorded on the centralised data base.*

**9.3 Level Two Complaints**

A complaint is escalated to level two in the following circumstances:

- the complainant is not satisfied with the outcome of the matter through the level one process;
- the complainant requests that the complaint be referred elsewhere for an independent response and the matter has already been addressed through the Branch or business unit and not resolved;
- the complainant has already completed a complaint process with an OCYFS service provider and requests further consideration;
- a frontline staff member is the subject of the complaint and separation from the business unit is required; or
- the complaint involves several areas of the Office for Children Youth and Family Support and coordination across all areas.

A level two complaint will be investigated and responded to by the OCYFS Complaints Unit unless the business unit has a specialised function or role to review the complaint.



For example: The Children's Policy and Regulation Unit, as a regulating authority, will review complaints in relation to Education and Care Services as one of its core functions.

**Reporting/Recording Requirements** *Appropriate record keeping guidelines apply: In addition a complaints form (see Attachment A) needs to be completed with issue and requested action and forwarded via a Manager to the Complaints Unit. A complaints unit officer will discuss the complaint with the Manager about the best course of action.*

#### 9.4 Level Three Complaints

A complaint will be referred to Consumer and Quality Services (CAQS) for review in the following circumstances:

- the complainant is not satisfied with the outcome of the matter through the level two process and it does not meet the guidelines for referral to the Decision Review Panel;
- the complaint has been received by the Director-General's office or referred by the Public Advocate, Human Rights Commission, Ombudsman or other oversight body; or
- the complainant seeks to have an outcome reviewed independently to OCYFS.

**Reporting/Recording Requirements** *Appropriate record keeping guidelines apply: In addition a complaints form (see Attachment A) will be completed with issue and requested action by the Complaints Unit and recorded on the data base and a copy of the complaint sent to the appropriate line area.*

#### 9.5 Decision Review Panel

A complaint may be referred to the Decision Review Panel if appropriate if it is about a decision and has already been considered by the OCYFS Complaints unit. Not all complaints will be appropriate to refer to the Decision Review Panel.

The Decision Review Panel is an advisory panel established by the Office for Children, Youth and Family Support to review significant decisions made by staff in the Office for Children, Youth and Family Support or related agencies and carers which have a significant impact on the safety, well being or living circumstances of children, young people, families or carers.

The Panel will not review decisions that are before a Court or Tribunal, or procurement and staffing matters. Judicial appeal mechanisms remain in place for the review of judicial and administrative decisions.

The duties and responsibilities of members of the Decision Review Panel are to provide advice to the Delegate, including advice that:

- A decision be upheld;
- A decision be varied;

- A business process change be implemented

Please refer to the Decision Review Panel Policies and Procedures for more detailed information.

## 10. Procedures for Responding to Complaints

An effective response is facilitated when all parties:

- communicate with respect;
- provide full and factual information; and
- have clearly established expectations and objectives.

All complaints will be responded to in a timely manner with respect, transparency and with application of the principles of Natural Justice.

### 10.1 Receipt of Complaints

Complaints are received by the OCYFS in a variety of ways including:

- directly from a service user or community member to frontline staff;
- via the OCYFS inbox to the Complaints Unit;
- via the Minister’s Office;
- via the following oversight bodies:
  - Human Rights Commission
  - Ombudsman
  - Public Advocate
  - Official Visitor

### 10.2 Initial Response

An acknowledgement of a complaint will be provided or initiated to all complainants verbally or in writing within 2 working days. This acknowledgement will be provided by the receiving branch. The acknowledgement must identify, by name or title, the person who will be actioning or considering the complaint and a date by which the complainant can expect a formal response to the complaint. The formal response must be provided to the complainant within 20 working days.

If required, the reviewing officer may meet with the complainant to negotiate an extension of the deadline. If the investigating officer is unable to reach an agreement with the complainant about a deadline extension, the reviewing officer can escalate the complaint to the next level.

### 10.3 Review

Reviews performed within the OCYFS are conducted in accordance with the ‘fairness principles of investigation’. These principles include:

- no officer is to be involved in reviewing a complaint relating to his or her own conduct;

- the review is to, except in the most straightforward of circumstances, involve meeting or conversing with the complainant;
- unless the complainant has agreed to a resolution, or withdrawn the complaint, all complaints will require a written response;
- where the complaint has been upheld, formal responses are to include a clear apology.

The reviewing officer will make an initial determination as to whether:

- the issues are clearly outlined in the complaint;
- the redress required by the complainant is clear; and
- it will be possible to fully explore the circumstances of the complaint.

If all these conditions are met, the reviewing officer will proceed to analyse and respond to the complaint. The review of the complaint must also adhere to the Principles of Natural Justice which provide that:

- a person whose interests will be affected by the decision is to be given an opportunity to comment on the decision before the decision is finalised;
- the decision maker must be unbiased;
- if a person has preconceived opinions, a vested interest or personal involvement in a matter they are not to attempt to settle that matter; and
- a person is expected to declare any interest and step aside if it could be deemed that the decision was arrived at for reasons other than the merits of the matter.

It is important that the complainant and any staff member subject to the complaint are given every opportunity to fully state their views on the circumstances of the complaints.

#### 10.4 Outcome of Review

Following the review of a complaint, the reviewing officer must make a decision based on all the information that has been provided through the review. The final decision will indicate an outcome based on the following table:

<b>Complaint dismissed</b>	<b>Complaint inconclusive.</b> However on the balance of probabilities is unlikely.	<b>Complaint inconclusive</b>	<b>Compliant inconclusive.</b> However on the balance of probabilities is likely.	<b>Complaint upheld</b>
Review finds no evidence to support the complaint	Review is not conclusive but there is sufficient cause to suggest that the complaint is unlikely	Review finds insufficient evidence available to make any determination	Review is not conclusive but there is sufficient cause to suggest that the complaint is justified	Review supports the claim of the complaint

It may not always be possible to fully resolve all complaints to the complainant's satisfaction. This could happen if the complainant has unrealistic expectations about the outcome of their complaint, or if OCYFS policies or regulations are contrary to the complainants views.

On conclusion of the review process, the reviewing officer will prepare a formal letter or email response to the complainant. This response will include:

- a response to all issues raised by the complainant in the original complaint and during the course of the review;
- clear outcomes of the review and whether the complaint has been upheld, dismissed, or the review into the complaint was inconclusive due to a lack of evidence;
- an explanation on whether or not it is possible to offer the redress requested by the complainant, and if not why not;
- where the complaint has been upheld, an acknowledgement that the complaint is upheld and an apology provided;
- an offer to escalate the complaint to a higher level if the complainant is not satisfied with the outcome; and
- advice that the complainant has the right to refer the matter to external review authorities and provide the complainant with appropriate contact details.

The reviewing officer will provide any staff member who is the subject of the complaint with details regarding the response provided to the complainant.

**10.5 Approval of Complaints**

All complaints responses will be at a minimum, approved by the Senior Manager Business Support.

All complaints received from the Minister's office responses will be approved by the Executive Director as per normal briefing procedures.

Level 2 Complaints will be approved by either the Executive Director or Senior Manager Business Support, and Senior Management in the impacted OCYFS Branch will be consulted about the complaint and provided with a copy of the complaint documentation.

Other complaints will be escalated as appropriate to the Executive Director or other OCYFS Executive members as appropriate on the discretion of the Senior Manager.

**10.6 Recording**

Level 1 and above complaints are to be recorded and also captured on a centralised database maintained by the Complaints Unit. Complaints are to be categorised by branch so that each area can access reports and information about their own complaints frequency and trends.

Complaints data is to be forwarded to the Complaints Unit. The complaints data template can be accessed here and is at Attachment A. The following information will be recorded:

- the name of the complainant;
- how the complaint was received;
- the name of the subject child/YP and any siblings;
- the name of any staff member that is subject of the complaint;
- the complaint category;
- details of the complaint;
- any specific request the complainant has made;
- any options for resolving the complaint that have been offered, including if it was referred to someone else;
- the outcome of the complaint (ie. Upheld, Inconclusive, Dismissed);
- any procedural or broader practice issues raised by the complaint;
- any remedial action taken; and
- any recommendations for future improvements for OCYFS policy or procedures.

Complaints will be recorded under one or more following categories:

- access to services;
- attitude of staff, including misconduct;
- breach of Human Rights;
- conflicting information provided;
- unreasonable time delays;
- inappropriate enforcement of Court Orders;
- insufficient consultation;
- poor communication; or
- dissatisfaction with a decision made.

#### Complainant files and CHYPS/YJIS

A file note should be added to the file of the subject child or young person that states that a complaint has been made with a brief description of the complaint. The file note should not include any details of allegations of misconduct of a staff member.

#### Branches

Branches should retain documentation relating to all complaints in accordance with the *Territory Records Act 2002*.

Each branch will forward details of all complaints and outcomes to the Complaints Unit where they will be recorded on the central database.

#### Complaints Unit

The Complaints Unit will maintain a database of all documentation relating to OCYFS complaints in accordance with the *Territory Records Act 2002*.

Electronic and hard copies of all complaints documents will be held within the Complaints Unit.

### **10.7 Reporting**

The Complaints Unit will provide reports to OCYFS and CSD Executive on a regular basis. These reports will include the following information:

- total number of complaints;
- total number of compliments and other feedback;
- number and percentage of complaints by categories of complaint and Branches;
- number and percentage of complaints finalised;
- commentary on performance completion timeframes; and
- systemic issues and mechanisms put in place to progress addressing the issues.

Branches may also request regular or one off reports detailing their own complaints data. Such requests should be forwarded to the Complaints Unit.

## **11. Continuous Quality Improvement**

A key aspect of complaints management will be identifying patterns and trends that require feedback to the OCYFS Executive and Branches to inform continuous quality improvement of services. Appropriate mechanisms and regular reporting processes will be identified to provide this feedback and will include (but not limited to);

- the OCYFS *Refreshing the Service Culture* project;
- OCYFS Executive;
- the Bimberi and Care and Protection Services Change Management Committee;
- new policy development; and
- Branch Senior Management meetings.

## **12. Review**

This procedures and guidelines document will be reviewed every 12 months in conjunction with the following linked documents:

- Complaints Policy;
- Complaints and Feedback pamphlet;
- Complaints and Feedback pamphlet for children and young people; and
- Complaints and Feedback pamphlet for children and young people in care.

These documents will be reviewed in July 2013 and annually thereafter.

## **13. Triggers for Review**

In addition to regular reviews, this document will be reviewed in the following circumstances:

- Where a significant gap or procedural issue is identified.
- When a new procedure impacts on the policies.

A review will also take place following any significant amendments to sections of the following legislation and documents that impact on complaints management:

- *Community and Health Service Complaints Act 1993 (ACT)*
- *Children and Young People ACT 2008 (ACT)*
- CSD Complaints Handling and Management Platform

## 14. Glossary of Terms

Term	Definition
<b>Complaint</b>	A registered expression of dissatisfaction in relation to service and interactions with service users, where a formal response is required.
<b>Complainant</b>	
<b>Central database</b>	All complaints data will be recorded in a central database that will be maintained by the Complaints Unit.
<b>CSD</b>	Community Services Directorate
<b>CHAMP</b>	CSD Complaints Handling and Management Platform
<b>CAQS</b>	Consumer Advocacy and Quality Service

## 15. Frequently Asked Questions

### What is a complaint?

For the purposes of the OCYFS complaints policy and procedures, a complaint is a registered expression of dissatisfaction (verbal or written) in relation to services and interactions with services users, where a formal response is required.

### When do I report complaint information to the Complaints Unit?

You should pass on details of complaints as you received them. There is an e-form you can use to provide this information.

Also, once a complaint is finalised, you will need to provide the Complaints Unit with details about the outcome and any follow up actions that will occur as a result of the complaint.

## 16. Authorising Officer

Name: Christine Nolan

Title: Executive Director

Signature:

Date of Effect:

Date of Review:

## 17. Changes to Procedures

Major Policy changes      Christine Nolan  
Executive Director, Office for Children Youth and Family  
Support

Minor Changes      Leanne Power  
Director, Policy, Data and Research

### History of Amendments

DATE	CHANGES	AUTHORISED BY
1 July 2013	Final approved version	Mark Collis, Ag Executive Director, OCYFS





Attachment A



# Complaints Data Template

Office for Children, Youth and Family Support

**Instructions**

1. Use this form to record details of complaints received by your business unit.
2. This form must be forwarded to the OCYFS Complaints Unit:  
 Level 8, 11 Moore Street, Canberra  
 Email: ocyfsc@aph.gov.au

Complainant Details		Date received: / /
Complainant name: / /	Phone: / /	Email: / /
Complaint received via: <b>telephone</b>		Complaint category: <b>access to services</b>
Date Received: / /		
Name of subject child/YP: / /	DOB: / / /	
Names of sibling/step siblings: / /		
Complaint details, including any specific requests the complainant has made for redress: / /		
If referring to the Complaints Unit for investigation, please provide details of any attempts you have made to respond to this complaint. / /		

Investigation and Outcome		Date completed: / /
Complaint outcome: <input type="checkbox"/> Upheld <input type="checkbox"/> Dismissed <input type="checkbox"/> Inconclusive		
Justification for outcome: / /		
Action taken as a result of the complaint (including case specific as well as broader practice issues): / /		
Name of investigating officer: / /	Position Title: / /	Tel: / /
Signature: / /		Date: / / /
Please ensure the following steps are complete		
<input type="checkbox"/> Complainant notified in writing <input type="checkbox"/> Any subject staff member/s notified of outcome		
<input type="checkbox"/>		
Name of Manager: / /	Position Title: / /	Tel: / /
Signature: / /		Date: / / /



**ACT**  
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# Office for Children, Youth and Family Support

Office for Children, Youth and Family Support

## **Complaints Policy**

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## 1. Policy Title

Complaints Policy

## 2. Policy Statement

The Office for Children, Youth and Family Support (OCYFS) values feedback from children, young people, families and carers and is committed to ensuring all complaints are responded to in an effective and consistent manner.

The OCYFS strives to promote a culture amongst its staff members in which complaints and feedback are viewed as opportunities to reflect and improve on our service provision.

This policy reflects the CSD Strategic Plan's key principle of 'participation' and strives to meet identified performance indicators for increasing the percentage of complaints finalised within the proscribed time frames.

This policy and the accompanying procedures are consistent with the CSD Complaints Handling and Management Platform.

## 3. Definition

For the purposes of this policy and the accompanying procedures, the definition of a complaint is consistent with the Community Services Directorate "*Complaints Handling and Management Platform*" (2012)

**an expression of dissatisfaction in relation to a service provided by or on behalf of CSD.**

Further explanation is given in the platform:

*It is important to note that not all expressions of dissatisfaction are complaints. For example, dissatisfaction can be expressed as anger, frustration or unhappiness, and these contacts may not require a formal response. The important point is that clients and the public have a clear mechanism for lodging a complaint, and that staff are able to determine, or assist the complainant to determine, if a formal response is required.*

*In determining if a particular contact is a complaint, the following test can be applied.*

*'Is this an expression of dissatisfaction AND is it about a service provided by, or on behalf of CSD, AND is a formal response required?*

*If all parts can be answered affirmatively, then the contact should be treated as a complaint.*

## 4. Purpose

This policy, in conjunction with the Complaints procedures, provides guidance for all OCYFS staff in complaints management processes. It identifies the roles and responsibilities of the Complaints Unit and each of the Branches within the Office.

## 5. Scope

5.1 This policy and accompanying procedures provide a fair and consistent framework for responding to, investigating, recording and reviewing complaints. It aims to achieve organisational performance indicators as identified in the Community Services Directorate's Strategic Plan.

5.2 These policy and procedures aim to establish consistent practice; systematic collection of data; and analysis of complaints information across the OCYFS to:

- Respond effectively and consistently to concerns raised by children, young people, families, carers and other members of the community;
- Inform policy development;
- Identify areas requiring immediate action;
- Identify areas for service improvement;
- highlight targeted resource need;
- Indicate where expectations of service levels exceed what a program can afford or deliver; and
- Learn from clients' experiences to assist in better service delivery for all clients.

## 6. Relevant Legislation and Standards

### 6.1 Key Legislation

- *ACT Civil and Administrative Tribunal Act 2008*
- *Annual Report (Government Agencies) Act 2005*
- *Children and Young People Act 2008 (ACT)*
- *Community and Health Service Complaints Act 1993 (ACT)*
- *Freedom of Information Act 1989*
- *Health Records (Privacy and Access) Act 1997*
- *Human Rights Act 2007 (ACT)*
- *Human Rights Commission Act 2005*
- *Human Rights Commission (Children & Young People Commissioner) Amendment Act 2005 (ACT)*
- *Ombudsman Act 1989*
- *Privacy Act 1988*
- *Public Advocate Act 2005*
- *Public Interest Disclosure Act 1995 (ACT)*
- *Public Sector Management Act 1995 (ACT)*
- *Work Safety Act 2008*

**6.2 Key standards**

- Children and Young People (Official Visitor Complaint) Guidelines 2009 (No 1)
- Children and Young People (Provision of Information, Review of Decisions and Complaints) Policy and Procedures 2008 (No 1)
- CSD Client Service Standards document

**7. Related Policies, Procedures and Forms**

- A young person’s guide to Bimberi Youth Justice Centre
- Bimberi Complaints Process.
- Community Services Directorate *Complaints Handling Management Platform 2012*
- Compliance Policy and Guidelines 2006
- OCYFS Complaints and Feedback pamphlet
- OCYFS Complaints Unit and Management System Procedures 2012
- OCYFS Information Sharing Policy, Procedures, Guidelines and Forms
- Public Interest Disclosures Policy
- Communication Protocol
- Relevant Agency complaint protocols

**8. Review**

This policy will be reviewed in July 2013 and annually thereafter.

**9. Authorisation**

Major Policy changes Christine Nolan  
Executive Director, Office for Children Youth and Family

Support

Minor Changes Leanne Power  
Director, Policy, Data and Research

Date

**10. History of Amendments**

DATE	CHANGES	AUTHORISED BY
16 July 2012	Version 1 Approval	
1 July 2013	Final Approved Version	Mark Collis, Ag Executive Director, OCYFS

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