

Charter of Rights

for children and young people in Out of Home Care in the ACT

Making complaints and fixing problems

- ✿ 'I'm not being treated fairly'
- ✿ 'I'm not happy with the services I am getting'
- ✿ 'I'm worried about something'

If you want help to fix a problem, or if you want someone to act on your behalf, there are lots of people you can talk to.



Who can I talk to?

There are lots of people you can talk to if you need to sort out a problem. You can choose who to contact. Talk to someone that you are comfortable with, such as:

- ✿ your carer
- ✿ your caseworker
- ✿ your teacher or youth worker
- ✿ the Children and Young People Charter of Rights (COR) liaison
- ✿ Consumer Advocacy & Quality Service in ACT Disability, Housing & Community Services
- ✿ CREATE Foundation representative
- ✿ Public Advocate
- ✿ Children & Young People Commissioner

Each of these people will have a slightly different way of helping you. They will all do their best to assist you to sort things out. If they think someone else is better able to help you solve that particular problem, they can help you connect with the right person.



You can talk to your carer, or caseworker, or the supervisor in your worker's office. If you are not sure who your caseworker is, ask your carer.

My agency caseworker is

Phone: _____

My Care and Protection caseworker is

Phone: _____

What will the Children and Young People Charter of Rights (COR) liaison contact do?

Sometime you might not want to talk to your carer or your case worker about your problem. The Charter of Rights Liaison Contact can talk to you about your rights and what to do if you think you are not being treated fairly.

Phone: 6205 2898

What will the Consumer Advocacy & Quality Service do?

If you can't talk to your carer or caseworker, or if they can't fix the problem, you can talk to this service. This is a group of people who work for the government, but who are separate from Care & Protection Services. They can also try to help you solve your problem.

**Phone 6205 0473
or 6207 4504**

**Email
DHCSConsumerAdvoca@act.
gov.au**

What will the CREATE foundation representative do?

You can contact CREATE at any time to talk through problems. CREATE can assist in advising you about your rights such as: being cared for and feeling safe; being treated fairly; being listened to; and being able to ask questions when you do not understand something.

Phone 1800 655 105

**Email create@create.org.au
www.create.org.au**

What will the Public Advocate do?

You can also speak to the Public Advocate about your concerns. They are independent from Care & Protection Services. Their job is to stand up for your best interests. They can help if you have problems with your court orders, or your care plan, or your contact visits.

**Phone 6207 0707
(the phone is operated
9am-1pm and 2pm-4.30pm**

weekdays. Outside these hours you can leave a message and someone will return your call)

Email pa@act.gov.au

What will the Children & Young People Commissioner do?

The Children & Young People Commissioner is also independent from Care & Protection Services. They can help you work out your options for dealing with a problem. They can resolve complaints about services that you receive.

Phone 6205 2222

Email ACTkids@act.gov.au

**YOUR
CHARTER
of RIGHTS**

